



## **Information Technology Director/Chief Information Officer**

Exempt

### **JOB SUMMARY**

- Under general direction, the Information Technology Director / Chief Information Officer (CIO) plans, organizes, directs, and oversees all countywide information technology (IT) functions. This includes infrastructure, cybersecurity, enterprise systems, telecommunications, data management, personnel management and strategic technology planning. This position ensures reliable, secure, and cost-effective technology services that support county departments, public safety operations, and community services.

### **ESSENTIAL JOB FUNCTIONS**

- Develop and implement strategic plans for county-wide information technology (IT) systems and services.
- Serve as the County POC and contracting officer for contractors and vendors involved in the management, security, and maintenance of all county IT infrastructure, including networks, servers, and databases.
- Based upon ITIL and NIST frameworks, establish and enforce IT policies, procedures, and best practices to ensure compliance with state and federal regulations.
- Collaborate with county departments to identify technology needs and deliver effective solutions that support public services.
- Manage IT budgets, procurement processes, and vendor relationships to optimize resources and control costs.
- Ensure data privacy, cybersecurity, and disaster recovery plans are in place and regularly updated.
- Monitor and evaluate emerging technologies to enhance county operations and improve service delivery.
- Communicate IT initiatives, progress, and challenges to county leadership and stakeholders.
- Represent the county at regional and state technology forums, advocating for the county's IT interests.
- Meet regularly with other county Directors/CIOs to be aware of trends affecting county IT systems, to coordinate with and learn of minimum required standards to maintain insurance coverage, and be an active contributing member of the state-wide county IT community to help ensure continuity and consistency of Greenlee's IT environment with similarly situated entities.

- Using the NIST framework, develop, implement, and maintain county-wide information security policies and procedures to ensure the protection of sensitive data and compliance with state and federal regulations.
- Oversee risk assessments and vulnerability analyses for all county information systems, identifying potential threats and recommending mitigation strategies.
- Coordinate incident response and recovery efforts, including investigation of data breaches and cybersecurity events.
- Lead ongoing security awareness training programs for county employees to promote best practices and reduce risk.
- Collaborate with local, state, and federal agencies to stay informed of emerging threats, trends, and regulatory requirements.
- Monitor and audit county systems for compliance with security standards, reporting findings and recommending corrective actions.
- Advise county leadership on technology investments and strategic initiatives to enhance security posture.
- Prepare and present regular reports on cybersecurity status, incidents, and improvements to county officials and stakeholders.
- Maintain up-to-date knowledge of information security technologies and best practices relevant to public sector operations in Arizona.
- Manage, train, and supervise IT staff and/or ensure that adequate training is occurring with IT vendor(s) providing onsite IT services.
- Schedules, organizes, and assigns projects to members of the IT team or contractor and/or ensures that schedules, organizing, and assignments by IT vendor(s) providing onsite IT services are adequately occurring.
- Leads development and implementation processes for the organization's IT systems and department.
- Develops and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- Establishes efficiency and efficacy standards, providing recommendations for improvement of IT infrastructure.
- Analyzes IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs and/or works with IT vendor(s) providing onsite IT services to complete such analyses.
- Oversees security of systems, networks, and enterprise information.
- Support 24/7/365 Sheriff operations including coordinating PSAP911, and/or works with IT vendor(s) providing onsite IT services to provide this support.
- Provide IT support for elections operations and/or works with IT vendor(s) providing onsite IT services to provide this support.
- Facilitates IT security audits or investigations.

- Coordinating with other departments to determine and address their IT needs and requirements.
- Develops and maintains relationships with external IT vendors and service providers.
- Coordinates multi-site IT systems.
- Performs other related duties as assigned.

#### **MINIMUM QUALIFICATIONS**

- 8 years of IT experience.
- 2 technical certifications
- 3 years of experience overseeing IT operations.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities.

#### **PERFEERED QUALIFITCATIONS**

- Bachelor's degree in information technology or related field
- Cisco CCNP Certification
- Microsoft Server MCITP Certification
- A+ Certification
- Network + Certification
- Training in and/or experience with physical/virtual server management
- CCNA Wireless
- CCNA Security
- PMI Cerified Associate in project Management (CAPM)

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent verbal and written communication skills.
- Proficient in latest technology for IT systems and management.
- Proficient in network architecture, system administration, cyber security, and any other skill sets required.
- Proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Excellent analytical and management skills.
- Excellent interpersonal skills.
- Thorough understanding of IT and practical applications to support the counties goals.
- Skill in establishing and maintaining effective working relationships with Elected Officials, Department Heads, employees, other agencies, and the public.
- Ability to prepare clear and concise reports
- Ability to communicate clearly and concisely complex issues with staff both verbally and in writing.
- Ability to communicate policy considerations to members of the Board of Supervisors who are required to make policy decisions affecting IT services.

#### **PHYSICAL REQUIREMENTS**

- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to write reports, operate standard office equipment, and a personal computer.
- Sufficient clarity of speech and other communication capabilities with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on a telephone, in normal range of conversation or in a group.
- Sufficient personal mobility, flexibility, and physical reflexes, with or without reasonable accommodation, which permits the employee to bend or stoop repeatedly, sit or stand for long periods of time, lift at least 20 pounds and work in an office environment.