



**Department of Innovation and Technology (DoIT)
Director/Chief Innovation Officer (CIO)**

Department/Division:	Innovation and Technology Services
Reports To:	Deputy City Manager/Administrative Services
Provides Direction To:	DoIT staff
Exemption Status:	Exempt
Date Revised:	March 31, 2025
Pre-employment Drug Test Required:	Yes

DEFINITION

Reporting to the Deputy City Manager, the Chief Information Officer serves as the Director of the Department of Innovation and Technology. He or she directs, supervises, plans, and coordinates the programs and operations of the Department of Innovation and Technology (DoIT) and the information technology and GIS operations for all City departments; provides leadership and professional guidance in developing citywide technology-related policies, plans, systems, and applications that meet the present and future needs of the organization; provides supervision of staff and administration of contract agreements with outside companies providing information systems services to the City; coordinates assigned activities with other divisions, departments, and outside agencies; and performs other duties as assigned.

CLASS CHARACTERISTICS

This position serves as the City's Chief Innovation Officer (CIO). The job is distinguished from departmental staff by its broader scope of responsibility, decision-making accountabilities, and administrative functions. The incumbent is at-will and serves at the pleasure of the City Manager.

ESSENTIAL FUNCTIONS

The duties listed below are examples of the work typically performed by employees in this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. Marginal duties (shown in italics) are those that are least likely to be essential functions for any single position in this class.

1. Champions the creative use of technology in all city operations; leads the City's efforts to use GIS, mobile devices, and other innovative technologies to provide fast, convenient, and effective services to our customers.
2. Ensures effective delivery of technology services to user Departments; plans, organizes, controls, integrates and evaluates technology and GIS system

activities and operations with the DoIT; develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the City's mission and assigned priorities.

3. Selects, trains, motivates, and evaluates assigned personnel; provides and/or coordinates staff training; works with employees to promote the mission and values of Team RC, coaching employees to correct deficiencies.
4. Directs the preparation of the department budget, including operational budget and capital outlay programs; evaluates actual expenditures in relation to department goals and service priorities; prepares contracts for services, and works with the Purchasing Division to manage procurements for services and equipment.
5. As CIO, serves as the City's chief technologist and consults with departments and DoIT staff to select the best software and hardware to meet Department and customer needs while seeking the best combination of quality and value; leads the implementation of complex technology projects; administers contracts for hardware and software maintenance and upgrades.
6. Collaborates with the Chief Information Security Officer (CISO) to oversee cybersecurity initiatives, ensuring the organization's security vision, strategy, and programs are aligned with technology adoption efforts and meet acceptable risk thresholds.
7. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assess and monitors administrative and support systems; identifies opportunities for improvement; implements recommendations.

EMPLOYMENT STANDARDS

Equivalent to graduation from an accredited college or university with a Bachelor's degree in information management, computer science, business administration, GIS, public administration, or a related field. Eight years of increasingly responsible professional technology-related experience including five years of supervisory or management responsibilities; or an equivalent combination of training and experience. Experience at a Director or Assistant Director level and a Master's degree in a related field are highly desirable. Certified Government Chief Information Officer (CGCIO) preferred *or ability to become certified within 18 months*.

Knowledge, Skills and Abilities:

Principles, practices and techniques of information technology management including applications design, GIS, hardware and software options, cybersecurity and the cost-benefit of systems alternatives; operating principles and practices of computer platforms, related peripheral equipment and communications networks; principles and practices of database design, network and application security, and administration;

methods of project management as applied to technology system development and installation; principles and practices of public administration, including budgeting and purchasing; principles and practices of effective management and supervision.

Business class telecommunications equipment knowledge, computers and peripheral equipment features, services, and applications; computer terminology; desktop hardware and software; user account administration techniques; information technology resources, Windows and Apple based software, and hardware commonly used by City departments.

Plan, organize, integrate and manage systems development, installation, configuration, operation and administration programs and services; evaluate business processes and procedures including the use of GIS system and data analyses to improve work flow, increase efficiency, reduce cost and improve accuracy; establish and maintain project and production schedules; identify technology issues and opportunities; analyze problems and alternatives and develop sound conclusions and recommendations; assess user department technology requirements, set priorities and allocate resources to most effectively meet needs in a timely manner.

Coach, manage, and develop employees to grow their technical and interpersonal skills; communicate effectively orally and in writing; exercise sound expert independent judgment within general guidelines; establish and maintain effective working relationships with all levels of City management, employees, vendors, and others.

Licenses; Certificates; Special Requirements:

Certified Government Chief Information Officer (CGCIO) preferred *or ability to become certified within 18 months*. Possession of or ability to obtain, a valid Class C California driver's license and demonstrate a satisfactory driving record. In accordance with California Government Code Section 3100, City of Rancho Cucamonga employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

PHYSICAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is frequently required to sit, stand, bend, and walk to perform technical functions and to access work areas. Finger dexterity is required to operate computer hardware and standard office equipment. Required to reach above and below shoulder level to access electrical and electronic outlets and equipment. Occasionally lift and carry desktop and laptop computers, printers, monitors, computer supplies, and smaller electronic devices typically weighing less than 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus. Ability to talk and hear for communication purposes. Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Mental Demands

While performing the duties of this class, the employee must be able to use written and oral communication skills; read, analyze, and interpret data, requirements, and documents; use math and mathematical reasoning; learn and apply new information or new skills; interact with patrons, City staff, management, and the general public.

WORKING CONDITIONS

The employee frequently works in office conditions with controlled temperature settings.

The work involves exposure to dust, odors, and moderate noise in the set up and use of servers, printers, and peripheral equipment. The employee may work extended hours to test and resolve computer technology problems.