



## JOB DESCRIPTION

### Technology Officer

Date Prepared: January 2026

**SUMMARY:** Under the direction of the assigned supervisor, the Technology Officer plans, directs, coordinates, and oversees the organization's integration, design, implementation, management, and enhancement of information systems and services of the City; serves as the primary individual responsible for Technology, Management, and Geographic Information Systems while performing related duties as required.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Provides overall management of the City's Information Technology Department.
- Uses feedback provided by staff and the general public to make improvements and adjustments to technology.
- Provides technical guidance on high-priority projects and advises City management of trends in information technology.
- Works closely with stakeholders to establish the strategic long-term goals, policies, and procedures of the City's Information Technology Department.
- Leads digital transformation within the City by encouraging the use of technology where possible; assists departments to use technology in a profitable manner.
- Monitors and validates technology value and predicts a return on investment; provides long-term strategic direction regarding City technology.
- Assists departments and divisions with business process reviews and improvements.
- Resolves procedural and operational technology problems by communicating with City management and proper personnel.
- Oversees and/or participates in project management for both new system implementations and enhancements to existing systems and services.
- Directs, oversees, and participates in the development of the Information Technology Department's Annual Work Plan.
- Develops and applies department policies and procedures and short-term and long-term objectives.
- Stays informed of standards in line with legal and industry best practices and assesses new and emerging technologies to determine applicability to City business services.
- Develops, tracks, and controls the Information Technology annual operating budget and identifies opportunities for the appropriate and cost-effective investment of resources, including staffing, sourcing, and financing IT systems.
- Directs the development and execution of a modernized enterprise-wide disaster recovery and business continuity plan.
- Oversees the preparation of the Information Technology Department budget and staffing requirements.
- Directs, oversees, and participates in the selection of consultants and vendors working on information technology projects.
- Performs strategic planning for long-term forecasts of technology trends and issues.
- Researches, discovers, and implements new technologies that yield competitive advantage.
- Develops quality assurance and data protection processes, including the implementation of proper cybersecurity methodologies.
- Directs the development and implementation of security policy, standards, guidelines, and procedures.
- Coordinates with outside consultants to conduct independent security audits.

- Performs other duties of a similar nature and level as assigned.

**MINIMUM QUALIFICATIONS:**

**Education, Training and Experience Guidelines:**

Bachelor’s degree in Computer Science, Information Technology, Business Administration, Public Administration, or a related field and six (6) years of professional Information Technology experience, including three (3) years of supervisory or management experience, is required. A master’s degree is highly desired.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

- Must possess a valid California driver’s license

The City reasonably expects driving to be one (1) of the job functions for the position, and the City reasonably believes that using an alternative form of transportation would not be comparable in travel time or cost to the City.

**Knowledge of:**

- City policies and procedures.
- Knowledge of current technology trends and capabilities as they relate to hardware and software solutions.
- Principles and practices of public administration, effective employee supervision, administrative management, project management, and strategic planning.
- Local government operational procedures and practices, including land management, asset management, utility management, and billing.
- Modern office methods, practices, procedures, and equipment, including software and database programs.
- English usage, spelling, grammar, punctuation, and basic mathematical principles.

**Skill in:**

- Use initiative, discretion, and judgment within established procedures, guidelines, and rules.
- Define problems, establish facts, and draw valid conclusions.
- Manage situations requiring diplomacy, fairness, firmness, and sound judgment.
- Manage staff, delegate tasks and authority, and evaluate staff performance.
- Build effective teams and provide efficient customer service.
- Communicate clearly and effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public.
- Apply safe work practices.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

This position works primarily in an indoor office environment and in close proximity to other workers. Employee must be physically present at the office to perform their duties. May be exposed to excessive noise levels. Positions in this class typically require balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing, seeing, and repetitive motions with or without reasonable accommodation. Heavy Work: Exerting 50 to 100 pounds of force occasionally (up to 1/3 of workday), and/or 25 to 50 pounds of force frequently (1/3 to 2/3 of workday), and/or 10 to 20 pounds of force constantly (2/3 or more of workday) to move objects. Physical Demand requirements are in excess of those for Medium Work. Incumbents must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbents must have the stamina to work long hours and attend night meetings after regular working hours.

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Department Head Approval

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Date

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Personnel Officer Approval

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Date