

# NEW CASTLE COUNTY GOVERNMENT

Number 0141

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## CLASS SPECIFICATION

Date 03/31/2021

**Title:** DEPUTY CHIEF OF TECHNOLOGY

**Approved:**



**GENERAL STATEMENT OF DUTIES:** The Deputy Chief of Technology is responsible for the day to day operation of the Information Systems Department in support of the overall strategic plan, operational needs, goals and objectives as identified by the Chief of Technology. The DCOT will work directly with the CTO to develop processes to effectively utilize resources and personnel within the Department as well as assisting in the financial budgetary requirements for the Department.

**DISTINGUISHING FEATURES OF THE CLASS:** The position requires an in-depth knowledge of operations, financial concepts, human resource issues, technology infrastructure, cyber security, and customer service support structures. Their experience and judgment will be instrumental in accomplishing and developing along with the CTO the IT vision, goals and objectives through everyday circumstances and during emergencies to ensure that the County's technology infrastructure is operating at a secure and optimum capacity and that all steps are taken to mitigate potential risks and downtime to ensure that the business technology of New Castle County's needs are met. In addition, the DCOT promotes leading-edge thinking and develops high-impact technology solutions that are aligned with government best practices. Inspires and motivates staff by being a catalyst for creative problem solving, solution generation, implementation and teamwork to ensure the overall successful customer relationship. The DCOT provides guidance in the establishment and compliance with all policies and procedures Equally important is the ability to work directly with not only the COT and other government officials on all levels, but to collaborate, negotiate, and compromise with stakeholders outside IT such as vendor relations and suppliers to ensure establishment of billing rates, effective budgeting, and investments in cost effective technology solutions.

**EXAMPLES OF WORK:** (Illustrative Only)

- Manage and maintain of the day-today technical and support operations of the department with sectional coordinators and staff to provide for the operational, administrative, fiscal, and customer service efforts of the entire Department;
- Assists in development and administration of the Department's budget with a focus on meeting the strategic goals and objectives of the CTO in the most efficient and secure manner possible;
- Defining new technologies and developing strategies to enhance customer experience as well as refining eliminating administrative overhead;
- Collaborate with staff to establish, measure project/task review and planning and adjust priorities of resources for success of completion;
- Provide creative leadership for enabling brainstorming of new ideas and solutions to align with the County's IT vision and goals of the CTO and senior leadership;

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- Measure all levels of support staff, coordinators, engineers and analyst's performance and report regularly to CTO;
- Develop and manage the County's network infrastructure and cyber security operational needs as well as identifying strengths, areas of vulnerability and opportunities to mitigate risks through monitoring IT compliance standards and best practices;
- Provide overall strategic and technical management of a software development and applications team which focuses on value-adding initiatives, technologies, processes, policies and procedures. Promotes innovative and best practice IT strategies for systems that are aligned with government practices;
- Manage the development and implementation of Countywide network, application and security policies, standards, guidelines and procedures;
- Establish procedures for detecting, reporting, and responding to security incidents;
- Manage the development and implementation of all physical and network security policies, standards, guidelines and procedures;
- Work with vendor relations in identifying, researching, obtaining, implementing, and budgeting as well as developing strategies for future growth utilizing the best of breed technologies and practices.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Comprehensive knowledge of information systems analysis, design, construction, integration, operation, security, and maintenance; thorough knowledge of local government functions, organizations, and management procedures; thorough knowledge of the principles and practices of project management, contract management, vendor relationships, and process innovation and redesign; thorough knowledge of contract design and implementation including development, procurement, and negotiation; good knowledge of budgetary planning, input, and development techniques; ability to analyze complex technical data and draw valid conclusions; ability to organize, plan, and direct a variety of complex technical operations; ability to establish and maintain effective working relationships with associates, other governmental agencies, private organizations, the general public, customers, and to promote an ongoing attitude of dedication to overall exceptional customer service; ability to work with other departmental managers and leadership to identify business opportunities and to achieve success through effective employment of technology; ability to present, justify, and defend controversial ideas effectively and to negotiate agreements which accommodate the interests and viewpoints of numerous groups and organizations, including County managers; ability to communicate courteously and effectively, both verbally and in writing; ability to pass a Class III County physical examination.

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ACCEPTABLE EXPERIENCE AND TRAINING: At least ten years progressively responsible managerial experience in applying information technology to meet the needs of a medium to large government or business organization (five of which must have been at a local government level), at least one year of management experience in a designated customer-service capacity, and possession of a bachelor's degree from an accredited college or university with major course work in information systems or a related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

### HISTORY OF REVISIONS

Established: 03/31/2021