CLASS TITLE: IT DIRECTOR (DoIT)

CHARACTERISTICS OF THE CLASS

Under direction, functions as part of the strategic Information Technology management team directing one or more highly complex City-wide IT projects, programs and/or initiatives, and performs related duties as required

Based on the operational needs of the Department of Assets, Information and Services (AIS), positions are assigned to any of the following units/teams: Technical Operations, Enterprise Systems, Software Development, Enterprise Architecture, Security, or Relationship Management.

ESSENTIAL DUTIES

- Directs, communicates, integrates and is accountable for the overall success of projects, programs, and/or initiatives ensuring alignment with critical operational priorities
- Participates in the strategic planning, budgeting, analysis, designing, integration, testing training, deployment, and support of one or more of the following projects, programs, and/or initiatives (e.g., purchased software applications, custom software development, technical infrastructure, enterprise architecture, information systems security, enterprise content management, business intelligence, data warehousing and reporting)
- Ensures work efforts achieve the outcome specified within the IT strategy, including appropriate strategic and life cycle management plans
- Oversees project selection, prioritization, vendor selection and management, budget management, risk management, quality management and resource allocations
- Manages the work of project managers, technical staff, vendors, consultants, and/or contractors responsible for the coordination, support, maintenance and implementation of various projects, programs and/or initiatives
- Functions as a senior expert and change agent communicating with senior City leadership, stakeholders, business owners and customers to discuss project strategy, direction, and changes
- Delivers all projects contained in the IT project portfolio on time, within budget and meeting the strategic and business requirements
- Tracks key project milestones and recommends adjustments to Project Managers
- Prepares and directs the preparation of reports to identify long range strategic issues relevant to departmental goals
- Participates in steering committees by assisting in the development of citywide IT agendas and policies, development of IT strategic plans, and prioritization of major projects, programs, and initiatives
- Performs special projects and directs the implementation of management initiatives, as required
- Participates in the development of the department's annual budget, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

This class of positions is covered under the **Shakman-Exempt** hiring process; the following parameters are established as a guide for use in defining the minimum qualifications for individual positions within the class of IT Director (DoIT).

- Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Information Technology/Systems, Business Administration or a directly related field plus five years of information technology experience of which two years is in a supervisory role related to the responsibilities of the position or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- Applicable professional licenses or certifications relative to the specific responsibilities of the position may be required

WORKING CONDITIONS

- General office environment
- Stressful situations with imposed deadlines

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)
- Client/server computers
- Micro and mini computers
- Local area/wide area communications network

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:
- *developing and maintaining IT strategic plans
- *assessing policy needs and developing policies to govern IT activities
- *project management principles, methods, and practices in the assigned specialty area
- *program management principles
- *managing project timelines and budgets
- *cost-benefit analysis principles and methods
- *IT concepts, principles, methods and practices in the assigned specialty area
- *IT systems development life cycle management concepts

Considerable knowledge of:
- *systems testing and evaluation principles, methods and tools

- *systems security methods and procedures
- *requirement analysis principles and methods
- *preparing IT budgets
- *performance monitoring principles and methods
- *applicable testing, research, and analytical practices and procedures

Advanced knowledge of:

- *applicable federal, state, and local laws, regulations, and guidelines

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *TIME MANAGEMENT – Manage one's own time and the time of others
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *EQUIPMENT MAINTENANCE - Perform routine maintenance on equipment and determine when and what kind of maintenance is needed
- *QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing

- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns
- PRESENT – Simplify complex concepts in a way that is audience appropriate and clearly communicate it to an audience

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE – Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
October, 2021