CLASS TITLE: DIRECTOR OF INFORMATION SYSTEMS

CHARACTERISTICS OF THE CLASS

Under direction, manages all aspects of a City department's computer systems including the design, development, installation, operation, and maintenance of its hardware, software, and communications networks, and performs related duties as required

This class title has been designated as a multi-tiered title. Positions allocated to this title code are assigned to large City departments and have been designated as such on the Senior Manager Salary Plan.

ESSENTIAL DUTIES

- Directs staff in analyzing the business practices and operations of a City department and developing computer systems to automate operations and improve information processing
- Works with departmental managers to re-design organization operations and apply information technology solutions to identified business needs
- Oversees the planning, design, and maintenance of networks to support information systems
- Directs staff in monitoring and maintaining the operations of local and wide area network (LAN/WAN) systems
- Oversees the development and modification of user and operating systems applications
- Oversees the installation of computer hardware and software including the provision of training and technical support to users
- Assures the quality, functionality, connectivity, and compatibility of the department's computer software and hardware equipment
- Manages supervisory personnel responsible for overseeing information technology support
- Coordinates training in computer systems and applications for department users
- Works with systems consultants and oversees the work of contractors in the development, installation, and modification of computer systems
- Prepares the annual budget for the purchase and maintenance of hardware, software, and related supplies for the department
- Oversees the development, enhancement and installation of Web applications for the City Intranet and Internet, as required
- Reviews information technology (IT) specifications detailed in new requests for proposals and contracts, 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

- Graduation from an accredited college or university with a Bachelor's degree in Computer Sciences, Information Technology/Systems or a directly related field, plus seven years of experience in data processing systems design, implementation and management of which five

years are 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

- None

WORKING CONDITIONS

- General office environment
- Stressful situations with imposed deadlines

EQUIPMENT

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

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Advanced knowledge of:

- *commercial computer systems applications and their capabilities
- *computer systems management
- *IT systems development practices, standards, and procedures
- *supervisory methods, practices, and procedures

Considerable knowledge of:

- business process re-engineering principles and practices

Moderate knowledge of:

- *applicable computer software packages
- *methods, practices, and procedures for analyzing and resolving computer-related problems
- *computer operating systems
- programming logic, data manipulation and integrated environments
- Web design principles and practices
- management methods, practices, and procedures

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

Other knowledge as required for successful performance in the Assistant Director of Information Systems class

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *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
- *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
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- *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
- PROGRAMMING – Write computer programs for various purposes
- TROUBLESHOOTING – Determine causes of operating errors and decide what to do about it

Other skills as required for successful performance in the Assistant Director of Information Systems class

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
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- 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

Other abilities as required for successful performance in the Assistant Director of Information Systems class

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- 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
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Assistant Director of Information Systems class

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, 2023