

The Maryland-National Capital Park and Planning Commission

TITLE: Information Technology Division Chief GRADE: 36 DATE: 4/14/2021
SERIES: Information Technology CODE: 1328 EEO: Officials/Admin FLSA: Exempt

Class Definition:

Under general direction, manages an information technology division to provide leadership and management to information technology systems and management to staff. Responsible for overseeing GIS operations, departmental and enterprise wide database applications, system administration, strategic planning and the budget. Plans the work of, and organizes and manages, the Division through subordinate unit managers and staff; oversees the work of consultants and contractors. Controls all Division resources. Represents the department as a liaison and makes recommendations related to Commission work goals. Coordinates with the Commission's Chief Information Officer (CIO); serves as a member of the Office of the CIO Technology Committee developing, communicating and enforcing enterprise and departmental information technology policies; and may be invited to participate in the Commission's Information Technology Council to present on specific technical solutions. Some work is highly confidential or sensitive. Leads the Division's management leadership team and serves as a key member of the Department's management leadership team. The work has substantial department-wide management impact; this includes high profile or high stakes matters and keyways of doing business. Responsible for the implementation of the Commission cyber security policies developed by the Office of the CIO. Performs Commission-wide information technology projects assigned by the CIO. Manages programs, works on issues and resolves problems requiring expert knowledge of computer science/information technology principles, practices, procedures and applications, systems analysis and design as well as knowledge of management and other Commission-specific knowledge. Performs intensive analyses and makes probing assessments of multiple, interactive variables, including uncertainties, to determine effects. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present, defend, convince or persuade and achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities and resources. The incumbent plans and manages all work within this framework and is held accountable for provision of effective information technology products and services including soundness of management advice and achievement of Division goals. The incumbent is expected to keep the supervisor informed and to seek assistance only for unmanageable problems. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service and other factors such as skill and ingenuity in overcoming technical and non-technical problems including teamwork and intra-agency and interagency coordination problems.

Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision ($\pm 30-40\%$)
 - Manages an information technology Division. Keeps Division staff informed of Commission policies and procedures; establishes work program goals and objectives of the Division; sets work standards; enforces work rules; plans, schedules, assigns, and reviews the work of the Division; develops, recommends and administers approved Division budgets (controls expenditures); manages Division staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations; ensures oversight of the work of consultants and contractors.

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- Performs a full range of supervisory human resource (HR) management functions Division-wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations, and evaluates performance.
2. Core Functions (±30-40%) – assigned functions vary by position
- GIS Support. Oversees and provides direction for GIS support and administration of GIS database and database module; works with staff to direct procedures for: database backup, archive procedures, data management workflows between disparate systems, and database structures. Oversees the creation of mapping data as needs are identified through interactions with data consumers (customers); selects data acquisitions, such as Light Detection and Radar (LiDAR) mapping data, planimetric data and 3-D models. Coordinates purchases (from vendor) of datasets and monitors vendor deliveries of purchased datasets for timeliness, correctness etc.; directs exchange of data with other agencies, and bi-county or regional agencies.
 - Enterprise Applications and Databases. Oversees development and utilization of enterprise applications and databases (e.g., permits, dwelling unit inventory, document imaging, telephony, historic preservation, ERP, EAM, SAN); coordinates workflow development of department business processes in enterprise information systems. Directs analysis of business processes and workflows to inform development requirements; oversees development of web and client server-based applications.
 - System Administration. Oversees acquisition and deployment department network and computer systems including servers, workstations, tablets, plotters, scanners and other peripheral devices; directs monitoring of systems to ensure accuracy, reliability, integrity, proper operation, and adequate system documentation. Manages departmental or enterprise cybersecurity programs and initiatives; implements disaster recovery and back-up procedures, information security and control structures.
 - Manage Budget and Procurement. Manages division budget; accomplishes financial objectives by forecasting requirements. Prepares annual budget request for the division; reviews and controls expenditures in accordance with approved budget. Initiates corrective action if needed; oversees procurement process.
 - Strategic Planning. Implements IT governance practices for IT architecture, technology, policy, security and operations. Participates in enterprise strategic planning efforts to recommend information technology strategies; maintains organization's effectiveness and efficiency by supporting departmental and Commission-wide strategic plans for implementing information technologies.

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3. Other (±30%)

- Provides expert knowledge of system level products for highly specialized area of technology; maintains up-to-date knowledge of technology trends, systems and hardware and software availability and capabilities through training, journals and other sources.
- Represents the department as liaison with public and private organizations involved in GIS, IT and Information Analyses activities and interagency work groups; receives information, seeks cooperation, presents plans, answers questions, responds to requests, and resolves complaints pertaining to division operations, policies, and procedures.
- Makes recommendations related to Commission work program goals; meets with or assigns staff to meet with Director, policy makers, Chief Information Officer and/or division staff to identify needs, establish departmental procedures by evaluating organizational outcomes; makes decisions regarding projects by coordinating resources and timetables with user department and other associated administrative matters (e.g., budget, personnel) within Department.
- Maintains and produces staff reports and records on Division level.
- Communicates and interacts effectively with business contacts. Establishes and maintains or enhances working relationships, including teamwork. Promotes internal and external collaboration, and as practicable, sound group decision-making.

Important Worker Characteristics:

- A. (1) Expert knowledge of (a) computer science/information technology principles, practices, procedures and applications; (b) systems analysis and design; (c) GIS principles and practices; (d) applications, data, demographic, socioeconomic and land use analysis; (e) database management systems; (f) network systems including network architecture, standards and protocols; (g) network and computer operating systems and application hardware, (h) preventative maintenance and troubleshooting; (i) project management principles; (j) system development life cycles; (k) state and local government.
(2) Knowledge of Commission organization, policies, and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Expert skill and ability in (1) providing project leadership; (2) technical work of assigned area where appropriate; (3) integration of data between diverse systems; (4) Use of spreadsheets, word processing, graphics, communications, database management systems and integration of data between diverse systems; (5) develop, implement, and monitor short- and long-term work plans; (6) develop, implement, and monitor technical work standards; (7) Assimilate information and arrive at reasonable course of action.

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- C. Knowledge of, and skill in, (1) organizing, planning, assigning and reviewing work, (2) capital and operations budgeting, using capital and managing personnel to accomplish work, and (3) managing work and supervising employees at the first and second levels of supervision, or ability to rapidly acquire this knowledge/skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- D. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and developing solutions. Examples include diagnosing and resolving technical problems; analyzing, designing, developing, implementing, and overseeing operation of information technology systems.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, at times, be convinced or persuaded. This includes skill in actively listening to, and encouraging effective communication by others.
- F. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.

Minimum Qualifications:

1. Bachelor's Degree in Computer Science, Information Systems, Computer Engineering, Software Engineering, GIS Technology or any related field.
2. Eight (8) years of a broad range of information technology experience, data resources (spatial and tabular), applications and project management including supervisory experience.
3. An equivalent combination of education and experience may be substituted, which together total 12 years.

Working Conditions:

Works in an office setting. Work is primarily sedentary and requires light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.