

## The Maryland-National Capital Park and Planning Commission

TITLE: Chief Information Officer                                GRADE: 40                                DATE: 10/26/2016  
SERIES: Information Technology    CODE: 3250    EEO: Officials/Admin    FLSA: Exempt (E)

### Class Definition:

Under general direction of the Commission's Executive Committee, the Chief Information Officer (CIO) within Central Administrative Services provides unifying leadership, visioning and strategic planning of information technology (IT) for the Commission through collaborative decision making and consensus building. Provides coordination and thought leadership. Builds partnerships with all departments and helps ensure IT support of their business needs through integrated systems that are technically excellent, practical and cost effective. Formulates IT policies and establishes and maintains IT standards. Responsible for establishing and upholding Commission-wide information technology security standards. Serves as Chief Information Security Officer for the Commission. Manages a small, division-level staff. Serves as a member of the Commission's management leadership team. Provides guidance and work program direction that significantly affect establishment and provision of enterprise-wide IT systems, products and services. Displays mastery of enterprise-wide IT management for, and exceptional grasp of critical technical, programmatic and administrative issues involved in, providing wide-ranging program guidance, determining the nature of functions, programs and services to be provided and identifying ways and means for acquiring, implementing, enhancing and maintaining them. Applies highly specialized forms of analysis in consideration of long-term IT endeavors; performs intensive analyses and probing assessments of multiple, interactive variables, including uncertainties, to determine effects. Interacts with top levels of management and technical specialists inside and outside the Commission to exchange information, coordinate, instruct, guide, advise and gain agreement or compliance or convince and persuade others concerning highly complex or sensitive matters. Performs other duties as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities, and resources. The incumbent plans and manages all unit work within this framework and is held accountable for provision of effective IT products and services including cogent, timely advice to senior and top management and achievement of unit/team and Commission goals. The incumbent is expected to keep the supervisor informed and to seek assistance only for problems beyond their scope. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service and other factors.

### Examples of Important Duties (Estimated Percentages):

1. Unit/Team Management (±40%)
  - Manages the assigned work program and unit/team. Helps keep unit/team staff informed of Commission policies and procedures; establishes or helps establish unit/team work program goals and objectives; sets work standards; enforces work rules; plans, schedules, assigns, and reviews the work of the unit/team; provides input for, recommends and administers approved unit/team budgets (controls expenditures); manages unit/team staff and other



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enterprise-wide IT initiatives. Serves as first chair of the IT Council and helps lead finalization and implementation of the IT Governance Model.

- Leads discussions (strategic issues-to-technical details depending on various factors), builds consensus, and implements IT solutions.
- Leads development of umbrella policies and technical standards. Guides migration toward common solutions and implementation of consolidated products and services to achieve such benefits as economies of scale, improved effectiveness and efficiency, stronger security and better service (timeliness, customer-service orientation) while meeting the departments' business needs in a comprehensive, integrated fashion. Solutions involve consideration of integration across departments or between departments, decentralization versus centralization, as well as operation or system-specific.
- Leads network infrastructure initiatives including, but not limited to, (a) security policies, (b) firewall and router policies and standards (such as wiring standards, configuration standards and threat management), (c) web architecture, (d) wide area network (WAN) and local area network (LAN) architecture and nodes, and (e) intranet and Internet standards.
- Leads data center services including, but not limited to, (a) policies and standards regarding hardware, schedules and services, (b) general protection (such as fire and environmental issues, electrical interruption and logical or physical access), (c) data collection (such as mining enterprise data for service opportunities and email for e-discovery), (d) opportunities for hardware solutions (such as SANs and archiving), (e) back-up, restoration and disaster recovery, (f) cloud computing, (g) virtualization, (h) server farms, (i) batch operations (jobs and printing), and (j) telephony backbone.
- Leads help desk initiatives including, but not limited to, (a) moves, additions and changes to phone systems, desktops (range of operating systems, software suites and hardware consistent with needs of users), wiring and printers, (b) central application implementation and resolution, and (c) logging of services or events to assess services and for continuous improvement. Ensures that all customers are appropriately served through workstation support, helpdesk support, and specialized technical support.
- Leads email services, operational efficiency and cost including, but not limited to, (a) send/receive email, (b) organization (folders and sorting), (c) scheduling of resources (conference rooms, personnel, equipment), (d) administration (such as add, delete and change user accounts and account structures), (e) capacity planning (such as mailbox growth and space allocation), (f) archival and discovery, and (g) application integration.

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- Establishes, or approves, and applies service level agreements (SLAs), key performance indicators (KPIs), and other processes or metrics to assess technical performance and customer service.
  - Works to ensure that the approach and services provided within the assigned areas of responsibility are legally compliant including accessibility, security and privacy.
3. Other ( $\pm$ 20%)
- As CIO, fosters high standards of ethics, integrity, transparency, organizational responsibility and commitment to public service. As a member of the Commission’s management leadership team, helps peer senior managers and higher levels foster the same attributes Commission-wide. Identifies, recommends, and implements new work methods, policies, and procedures to enhance productivity and effectiveness. Works with all division directors and chiefs and broader scope and higher level Commission management teams, as well as interagency teams, to resolve problems, enhance inter-staff or interagency teamwork, develop and implement Commission-wide changes in policies and procedures, and implement the work programs of the Commission.
  - Maintains confidentiality of data, including legally-protected personal information, sensitive IT and programmatic data, and other sensitive information.
  - Performs environment scans to proactively identify and prepare for, inform others of, and respond to emerging IT management issues.
  - Stays abreast of technical developments in IT including advances in infrastructure, systems analysis and benchmarking, server analysis and administration (hardware, operating systems and utilities), network analysis and administration, database architecture, design and administration, and disaster preparedness and recovery; and of regulatory requirements affecting IT including such matters as accessibility, security and privacy.
  - Assesses and recommends options/solutions that incorporate key stakeholder concerns into initiatives, as practicable. Investigates complaints. Responds to sensitive and complex inquires or requests for information from officials, managers and other stakeholders in collaboration with appropriate offices.
  - Communicates and interacts effectively with business contacts. Establishes and maintains or enhances working relationships, including teamwork, with top levels of Commission management (including the Executive Committee, the IT Council, the Technology Committee Chief and the departmental CTOs) and other staff. Promotes internal and external collaboration and facilitates inclusion and, as practicable, sound group decision-making.

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Also interacts with business groups, other government agencies, elected or appointed officials, special interest groups, vendors, technical specialists and other stakeholders to identify wants, needs and perspectives, plan programs, and answer questions about the Commission's IT programs and projects; listens 'actively' to obtain full understanding and seeks to convince and persuade others, or obtain agreement and compliance, as appropriate.

- Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software for planning, scheduling, communicating (email), word processing, manipulating data, preparing presentations, reporting time and attendance, budgeting, requisitioning, posting to the intranet/Internet, researching (the Internet), testing software/hardware and performing other functions.

### Important Worker Characteristics:

- A. (1) Mastery of the principles, methods, techniques and generally-accepted practices of enterprise-wide IT management (involving infrastructure choices, programmatic choices, service level choices).  
(2) Knowledge of, and skill in, change management including, but not limited to, assessment of the organization's willingness, readiness and ability to change, development of a strategy for change driven by the organization's top management and oversight of change management activities,  
(3) Knowledge of, and skill in, IT project management including, but not limited to, designing, developing, planning, budgeting, scheduling, implementing and evaluating work.  
(4) Knowledge of IT systems in sufficient detail to manage assigned functions including (a) large-scale infrastructure planning and development, (b) systems analysis and benchmarking, (c) server analysis and administration (hardware, operating systems and utilities), (d) network analysis and administration (including data network security — firewalls, packet inspection, network intrusion detection, penetration testing, incident handling and response), (e) database architecture, design and administration, (f) IT services (including technical support, workstation support and helpdesk support), (g) applications programming, (h) disaster preparedness, recovery and business continuity, and (i) metrics development and service tracking [such as development and use of service level agreements (SLAs) and key performance indicators (KPIs)].  
(5) Knowledge of the following in sufficient detail to lead technical visioning and planning: (a) enterprise storage and software systems and processes, (b) Technology Infrastructure Virtualization, (c) Digital Identity Management, Authentication and Authorization systems for ensuring identity, controlling access, providing security and protecting privacy, (d) Information Lifecycle Management (ILM) to manage the flow of data from creation and initial storage through obsolescence and deletion, (f) Enterprise Architecture (EA) to proactively and holistically lead enterprise responses to disruptive forces by identifying and analyzing the execution of change toward desired IT vision and outcomes, (g) IT Infrastructure Library (ITIL) service management to help align IT services with customer

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needs, (h) Service Oriented Architecture (SOA) for improved integration and interoperability of applications and services in the enterprise and in the cloud, (i) a variety of operating environments, including platforms enterprise applications and database management, (j) copper and fiber optic data network cabling, (k) IP and related network protocols, and (l) Payment Card Industry (PCI) standards and point of sale (POS) processes.

(6) Knowledge of, and skill in, capital and operations budgeting for IT acquisitions and operations.

(7) Knowledge of Federal, Maryland\* and County\* laws, regulations and other guidelines as well as industry standards governing IT and telecommunications.

(6) Knowledge of key Commission work programs to review IT systems, programs, products and services to ensure effectiveness, advise on IT options to accomplish work programs and ensure authoritative, insightful analyses of IT matters.\*

(5) Knowledge of Commission organization, policies, and procedures.\*

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

- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing personnel to accomplish work, and (3) managing work and supervising employees at the first level 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.
- C. 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 recognizing subtle aspects of problems and making recommendations and decisions. Examples include developing or reviewing/approving and implementing short- and long-term work program goals and objectives; recommending allocation of IT resources across departments; performing environment scans to proactively identify, prepare for and respond to emerging IT management issues; and weighing pros and cons and managing resources to achieve enterprise-wide IT goals and objectives in support of Commission goals and objectives.
- D. 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 skills in actively listening, encouraging effective communication by others such as line managers concerning IT problems, and in communicating effectively with various stakeholders having diverse viewpoints concerning highly complex or sensitive IT issues. Examples include development of IT policies and standards, memoranda of understanding and review of updates/changes to, and interpretations of, Federal, Maryland and County regulations governing IT.

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- E. 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 concerning highly complex or sensitive matters.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

### Minimum Qualifications (MQs):

1. A Bachelor's Degree in Computer Science, Information Systems, Computer Engineering, Software Engineering, Communications Technology or any other related field.
2. Ten years of progressively responsible IT experience that includes substantive work in the range of duties and responsibilities in this class specification.
3. An equivalent combination of education and experience may be substituted, which together total 14 years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

### Working Conditions:

Works mainly in an office setting and at field sites; may work outdoors briefly on an incidental basis. Work is primarily sedentary and requires very light to light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.