



City of Tempe

DEPUTY INTERNAL SERVICES DIRECTOR – INFORMATION TECHNOLOGY

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	016		<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services		<i>Salary / Hourly Minimum:</i>	\$129,214
<i>Supervision Level:</i>	Deputy Director		<i>Salary / Hourly Maximum:</i>	\$174,439
<i>Employee Group:</i>	SMT		<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified		<i>Market Group:</i>	Deputy City Manager
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i>	Officials and Administrators

DISTINGUISHING CHARACTERISTICS

The Deputy Internal Services Director – Information Technology serves as the Chief Information Officer (CIO) for the City consulting with senior management to implement innovative technology that supports the strategic direction of the City. In addition, this position is responsible for directing and coordinating staff activities in applications, systems, information security, project management, technical services, telecommunications, infrastructure, business strategy, geographical information systems, business intelligence, open data and analytics, customer support and operations of the Information Technology Division of the Internal Services Department.

REPORTING RELATIONSHIPS

Receives direction from the Internal Services Director and from the City Manager’s Office.
Exercises direct supervision over professional, supervisory, technical and clerical staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Five years of increasingly responsible professional experience in information systems management, technical staff development and long-range technology planning, including three years of administrative and supervisory responsibility in information technology or directly related to the core functions of this position.
<i>Education:</i>	A Bachelor’s degree from an accredited college or university with major course work in computer science, systems engineering, business administration or a degree related to the core functions of this position. A Master’s degree is preferred.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. Acts as the City's Chief Information Officer responsible for the strategic direction of technology citywide and the day to day operations of the Information Technology Division of the Internal Services Department.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Develop, plan and manage all aspects of the Information Technology (IT) Division of the Internal Services Department; recommend goals and objectives.
- Develop divisional policies; plans long term programs; manages the division's budget and handles complex administrative duties.
- Provide direction to staff and makes complex technical decisions in the areas of equipment and system software procurement, system evaluation and support services as well as provide complex administrative support to the Internal Services Director.
- Assist in developing and promoting effective communications and a solid relationship with the general public, City Council, City Manager, boards and commissions, various employee groups, other City departments and other government entities.
- Direct the planning, use and implementation of technical and system resources.
- Maintain an understanding of the needs and changing priorities of other City Departments and Divisions through ongoing interaction with customers and Departmental staff; focus on creating technological solutions to customer's problems and information needs.
- Assign work activities, projects and programs to appropriate staff members; review and evaluate the effectiveness of current work products and methods.
- Conceptualize, implement and deliver multiple projects on time and within budget; recommend strategic and tactical plans for the effective and efficient utilization of various information technologies; prepare the division budget based upon these plans.
- Set policies to ensure the integrity and privacy of data and the security of all systems.
- Consult with management to determine boundaries and priorities of projects and to ensure consistency of plans with overall City direction and needs; assist in developing strategic information technology plans in accordance with direction set forth by City management.
- Research and recommend the acquisition of software, toolsets and equipment in support of specific business needs.
- Oversee timely and accurate project accounting and report generation for all development projects and production systems; oversee the preparation of RFP's, the evaluation of proposals and selection of appropriate vendors.
- Direct, advise and oversee staff in the implementation and operation of division activities; conduct and review performance evaluations; participate in interviewing, hiring and training

of employees; plan and direct work assignments.

- Represent the City of Tempe and collaborate with other government entities to share ideas, processes and technologies while managing cooperative agreements such as Maricopa Association of Governments (MAG) and the Regional Wireless Cooperative (RWC).
- Have a strong commitment to value diversity and inclusion in the Division, Department and the City.
- Provide pro-active performance management, mentor employees and assist employees with professional development; Utilize approved electronic dialogue tools and communication resources for transparent documentation.
- Promote effective communications within the Division and the Department including consistent and regular dialogue with all employees.
- Perform other duties as required.
- Be physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective May 1997

Revised May2001

Revised July 2002 (Range Changed)

Revised June 2010 (Due to consolidation & reorg: job title, reporting relationship, job duties, MQs)

Revised Dec 2010 (Title change)

Revised June 2018 (update distinguishing characteristics, min quals, essential functions, & job duties)