

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

State Chief Information Officer

Definition

Within the Department of Management, leads, directs, manages, coordinates, and provides accountability for the information technology resources of state government; establishes the vision and leadership for long-range and strategic information systems planning; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Provides advice and counsel to the Governor and the Director of the Department of Management on state enterprise information technology services. Aligns information technology objectives and programs to enterprise objectives and strategies.

Coordinates and manages the acquisition of information technology services by participating departments.

Oversees the development of Information Technology policies and standards.

Recommends to the director the adoption of administrative rules as may be necessary for the provision of information technology services.

Coordinates the internal operations of Iowa State Government related to information technology.

Supports both distributed and centralized information technology business operations to achieve effective and efficient enterprise-wide information technology operations.

Provides strategic direction and oversight for the work of IT personnel in all Iowa state government departments to ensure resources are used to support enterprise-wide goals and objectives.

Develops and implements policies and procedures designed to ensure the efficient and effective administration of the enterprise as related to information technology.

Directs the Iowa State Government information technology system; develops, manages and continuously improves all major program components including capacity building, project selection, implementation, and sustainability.

Identifies enterprise or statewide information technology management and improvement opportunities and establishing long-range program goals, objectives, and requirements.

Ensures a disaster recovery plan is defined and implemented to prevent data loss and to maintain business continuity in times of crisis.

Oversees project management, directs and governs statewide information technology activities/initiatives, and establishes statewide project priorities and objectives; selects cross-functional team members/leaders and provides leadership/direction to the project leaders and teams.

Oversees the Empower Rural Iowa Broadband Grant program including the administration of broadband grants, property tax exemptions, fiber optic network conduit installation program, and related activities in connection with federal broadband initiatives. Serves as the agency decision maker in appeals of agency awards and mapping determinations.

Competencies Required

Knowledge:

- Information Systems – Strategic principles involved in the oversight of data centers, application development, IT project management, computer hardware and software, information security, and databases.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Engineering and Technology – The practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations, and negotiation.

Abilities:

- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Problem sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Fluency of Ideas – Come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Skills:

- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
- Management of Financial Resources – Determining how money will be spent to get the work done, and accounting for these expenditures.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Operations Analysis – Analyzing needs and product requirements to create a design.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in management information systems, business, public administration, law, engineering, or computer science and experience equal to five years of full-time work in information technology (application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, project management, product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security).
- 2) The equivalent of nine years of full-time work experience, as described in number one.
- 3) A combination of nine years of education and full-time work experience (as described in number one), where thirty semester hours of accredited college or university course work equals one year of full-time work experience.

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