



Office of the State Auditor

CHIEF INFORMATION OFFICER BOSTON

Posting Number 2019-34

SALARY RANGE (Grade 16) CSA300: \$75,883.00 - \$110,000.00/yr. (Commensurate with experience)

GENERAL STATEMENT OF DUTIES:

The Chief Information Officer is responsible for the information technology and computer systems that support enterprise goals and leads the planning, organization, and execution of all IT projects at the OSA to effectively meet those goals and the agency's business needs. He/She is also responsible for the establishment of appropriate IT standards, processes, and policies, ensures effective utilization of all resources and, with leadership, assures fiscal responsibility. The CIO will provide a unifying leadership and vision in the strategic direction, implementation and management of the OSA's information technology (IT) program and budget. He/She is responsible for the effective management of professional staff, contributing to their development and effective performance. The CIO is also responsible for the effective utilization and oversight of IT procurement and advises and collaborates with the executive office.

SUPERVISION RECEIVED:

The CIO works under the general supervision of the Deputy Auditor for Administration and Finance.

SUPERVISION EXERCISED:

The CIO provides general supervision over two managerial employees who oversee the Network Services and Application Support/Special Projects teams. He/She is also charged with the indirect supervision of ten employees assigned to the IT unit.

DUTIES AND RESPONSIBILITIES:

- Provides leadership, technical knowledge and project oversight for all IT infrastructure and security projects (e.g. network, servers, telecommunication systems, desktops, security, SAS providers, etc.).
- Identifies, budgets, plans, implements, optimizes and supports IT infrastructure and security needs, upgrades and renewals to ensure the OSA's network, telecommunications, and servers meet organizational goals and daily operational needs.
- Ensures the effective and efficient management of departmental operations, resources, technology projects and contracts and leads all IT procurement activities.
- Ensures that IT infrastructure aligns with internal security policies and procedures as well as regulatory requirements (e.g. NTIS, OSA Policy and Procedures), and federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA).
- Promotes best practices and security policies and makes recommendations regarding changes in enterprise practices and policies in response to changes in industry standards.
- Develops the Information Technology Disaster Recovery and Business Continuity Plan and develops emergency preparedness actions for inclement weather and emergency events.

Strategic Direction Setting

- Establishes long-term goals and objectives, and monitors and researches trends in information technology in order to develop forward-thinking strategies to achieve goals.
- Sets the mission and vision of the IT unit while fostering a business-oriented and digital-ready culture and mindset.
- Assesses emerging technologies for applicability to OSA information system needs; develops plans and programs for acquisition; oversees procurement, installation, and achievement of operational status.



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- Keeps abreast of emerging digital and business trends, develops and executes an IT strategy that takes advantage of these trends, and collaborates with other business leaders to embed digital opportunities in business strategy, including the company's product and channel strategies.
- Develops and executes an IT strategy that takes advantage of emerging technologies to contribute to business strategy.
- Educates peers and the business at large about the enterprise changes that underpin success in aligning with emerging technology.
- Works with stakeholders to continually optimize IT governance and decision-making processes as the business context and technology landscape changes.

Staff and Leadership Development

- Directs and prioritizes workload of subordinates ensuring that IT operates within documented schedules and exceeds customer expectations.
- Identifies knowledge and skills gaps within the IT unit and develops appropriate training plans.
- Participates and collaborates with the business leadership team to drive culture change in support of digital business transformation.
- Develops the next generation of IT leaders who are able to build strategic partnerships with internal and external stakeholders to move the business towards digitally enabled growth.
- Contributes to organizational goals for talent development, retention, diversity, and inclusion.

Functional Management

- Oversees and directs subordinate staff on assigned OSA-wide IT programs and projects.
- Oversees the IT unit to meet strategic planning, budget management, communication and functional coordination goals.
- Oversees the development and implementation of a strategic workforce plan to maximize the effectiveness of the current and future workforce according to evolving strategic business priorities.
- Oversees measurement and reporting of IT systems' reliability, performance, security, and business value.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in fields related to computer science, information systems, business administration or a related field.
- At least 10 years of professional experience in information systems management at a senior level, with at least 5 years of experience working with executive level personnel.
- Demonstrated experience in IT strategic planning, organization design and development.
- Proven ability to be effective in driving business, culture, and technology change in a dynamic and complex operating environment.
- Demonstrated success with team leadership and experience in developing, coaching, mentoring and reinforcing team members in line with organizational mission, vision, values, goals and performance standards.



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- Demonstrated ability to build and maintain mutually beneficial relationships with staff at all levels of an organization.
 - Excellent verbal and written communication skills, including the ability to explain digital concepts and technologies to business leaders, and business concepts to the IT workforce.
 - Full knowledge of project, risk and operations management.
 - Knowledge of best practices and current methodologies and tools for information management, information and network security, IT project management, IT business process improvement, change management, and related disciplines.
 - Demonstrated skill in negotiating and encouraging others towards thoughtful ideas, plans and strategies.
 - Demonstrated skill in assessing and prioritizing multiple tasks, projects and demands in a complex environment in a graceful and sensitive manner.
 - Demonstrated skill in creative thinking, problem solving, group dynamics, team building, conflict resolution and human resource management.

PREFERRED QUALIFICATIONS:

- Master's degree in fields related to computer science, information systems, business administration.
- Experience introducing infrastructure as a service (IaaS) and software as a service (SaaS) into government organizations.
- Experience developing external networks (e.g., taking on advisory roles, developing partnerships).
- Proven experience or demonstrated capability in leading IT transformational initiatives in complex and dynamic environments and taking advantage of digital opportunities to innovate operating models and aligning with emerging technology.
- Proven ability to formulate and allocate budgets.
- Five years or more of experience in related, industry-leading, large, cross-functional teams or enterprise wide programs, influencing senior-level management and key stakeholders effectively across the organization and within complex contexts.
- Experience with the Commonwealth's enterprise standards and processes.
- Project Management Professional (PMP) or similar certification.

The OSA requires that all incumbents have the ability to operate a motor vehicle, possess a valid driver's license, and maintain a safe driving record.

No Phone Calls Please:

To apply, please submit an electronic copy of a cover letter and resume to the MassCareers website: [Click Here](#)

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