

CLERK'S TECHNOLOGY, ASSISTANT CHIEF INFORMATION OFFICER

Job Code	Pay Grade
18911	150

Nature of Work

This is highly advanced level professional and technical work in the Office of the Clerk of the Circuit Court (CCC) assisting the Clerk and Clerk's Technology, Chief Information Officer in directing the activities of clerk information technology (IT) initiatives and managing a variety of professional and technical projects and activities in support of IT operations. The incumbent serves as the Assistant Chief Information Officer and will provide technology vision, operational guidance, and leadership for developing and implementing IT initiatives. The incumbent acts as a principal advisor to Clerk Technology's Chief Information Officer on agency enterprise solutions and executive leader in developing information management/information technology strategies while ensuring technology resources are managed appropriately to meet day-to-day operational needs and process improvement. The incumbent collaborates with others to deliver technology solutions including making recommendations for process improvement and action plans. The incumbent works with senior managers and business leaders to develop and implement business strategic IT plans to deliver cost effective solutions. The incumbent exercises considerable latitude for individual initiative and judgment for organizational program management and provides guidance on IT projects. The incumbent is also responsible for overseeing major IT integration efforts from beginning to end to ensure that functions and operations requirements are met. The position reports to the Chief Information Officer or Clerk designee.

Minimum Qualification Requirements

- Bachelor's degree in information technology, computer science, business administration, management or related field and 8 years of directly related experience plus possess designated certification or clearly be recognized as an expert in the IT field with prior leadership or supervisor responsibility in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in up to 3 or more of the following areas: database administration; network management; desktop management; server management; application design; application development; enterprise architecture; quality assurance; incident management; security management; financial management; service management; production application services; asset management; storage area network; middleware management; project/portfolio management; document management; or other IT subject matter areas of responsibility. In addition, a candidate's education, formal technical training, and leadership experience in directly related and highly advanced professional experience in information technology, management information services, computer science, engineering, or an occupation evidencing competency in computer skills in a broad range of diverse business processes must include 2 years supervision and team leadership with a focus on customer service and outcomes; or
- Master's degree and 6 years of directly related experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Provides a "visioning" base for CCC IT coordination functions and programs with senior management and the clerk to monitor and implement IT related projects.
- Directs the creation, execution and monitoring of strategic initiatives.
- Identifies solutions of strategic value for the Clerk's Office.
- Develops a three-year strategic planning cycle for technology identification, adoption, and implementation.
- Partners and collaborates with Clerk business units, vendors, state and local agencies to deliver solutions.

CLERK'S TECHNOLOGY, ASSISTANT CHIEF INFORMATION OFFICER (continued)

Job Code	Pay Grade
18911	150

Illustrative Tasks (continued)

- Plans, organizes and directs the work of a staff of highly skilled business systems and technical staff that provides implementation assistance for technology services including, but not limited to: strategic and tactical planning, project management, architecture and advanced technology, operating systems, middleware, component reuse, design services, programming services and future technologies.
- Provides leadership that fosters commitment, team spirit, pride and trust through coaching, mentoring, recognizing, and guiding employees to achieve results through others.
- Uses interpersonal skills to influence and inspire others to follow, facilitates and fosters open communication and cooperation within the organization and with customer groups to build an effective team environment.
- Acts as a catalyst for organizational change that fosters a quality of service essential to high performance in order to motivate and influence others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Directs the training and mentoring of all department personnel and customers who use enterprise services as part of their solution set.
- Performs planning, project management and problem resolution in direct support of technology initiatives.
- Prepares budget, human resources requests, and reports as directed.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the principles of organizational management, policy development, project management and strategic planning in a technical environment.
- Knowledge of the operating characteristics, capabilities and limitations of large and medium scale computer systems and data communications systems.
- Knowledge of the dynamics of the technology markets, companies and how to conduct the research that identifies technology that will contribute to the efficiency or effectiveness of county business systems.
- Knowledge of systems analysis and design.
- Knowledge of electronic business concepts, authentication processes and electronic response such as dynamic Internet access, electronic signature, public and private key authorization, voice recognition.
- Knowledge of document management, including image capture and workflow.
- Knowledge of data administration, data architecture, data modeling and database administration.
- Knowledge of architectures: platform, enabling, middleware, development and deployment.
- Skills to supervise and manage personal daily activities and complex projects for self and others that may cross organizational boundaries.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to use and apply reference materials to research and solve complex problems.
- Ability to understand, follow, and to provide specific instructions, priorities, policies, and procedures.
- Ability to recommend changes to improve operational efficiencies.
- Ability to prepare and deliver effective presentations and to present oral and written proposals to senior management, including the ability to market the value proposition to Clerk and state and local agencies.
- Ability to mentor teammates; lead teams, and facilitate groups to achieve success through others.
- Ability to lead and motivate a highly skilled technical staff.
- Ability to intake large amounts of data and make decisions in a timely manner.
- Ability to identify, troubleshoot, manage, and resolve complex problems.
- Ability to establish and maintain effective working relationships, both inside and outside the organization.
- Ability to direct others in new and novel technologies, soft skills, organization processes and procedures.
- Ability to assist lower level personnel with training of new technologies.

Created	EEOC Code	Overtime Code
8/14		Exempt