# CHIEF TECHNOLOGY OFFICER

(Competitive Class)


**DISTINGUISHING FEATURES OF THE CLASS**

This class comprises a responsible, non-supervisory position, the primary duties of which include the design, implementation, and maintenance of a computerized fire department records management system and maintaining the department network servers.  The employee of this class ensures the departmental records management system is kept current and maintained for the purposes of tracking departmental activity.  The Chief Technology Officer provides technical assistance to other personnel in the department.  The employee of this class is familiar with servers utilizing Active Directory, Exchange, and SQL.  The Chief Technology Officer reports to and has work reviewed by the Fire Chief.


**EXAMPLES OF WORK**
Examples listed below are illustrative only.  They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Serves as computer network administrator and maintains department network services. Safeguards computer files against accidental or unauthorized alterations and monitors user access to databases. Responds to inquiries concerning problems with the system, resolves data communication errors, and ensures network is functioning properly. Corrects problems based on knowledge of system operation and provides technical assistance to users. Manages department's email accounts and password assignments. Loads software into computers and maintains security. Installs hardware and peripheral components, such as monitors, keyboard, printers, and disk drives.

Designs and implements a computerized fire department records management system and decides what information should be included. Inspects and maintains system for tracking departmental activity. Runs queries as needed to obtain information for department records. Transfers data from paper to electronic files using computer scanning equipment. Compiles, organizes, retrieves, and files data needed for reports, records, or forms. Develops new forms for departmental use as required. Reviews databases and creates reports for compliance with PIAL rating. Reviews records retention schedules and record-keeping requirements to determine timetables for transferring active records to inactive or archival storage, and for destroying obsolete or unnecessary records. Prepares written procedural manuals to be used by personnel regarding the operation of computer systems and applications. Holds meetings with department personnel for the purpose of receiving

reports and disseminating information and prepares correspondence as required.

Develops and evaluates a formal training program for all computer and network functions in the department, such as operating manuals, networking equipment, and software applications. Serves as an instructor for training courses and sees that the program is properly staffed and supplied with training resources. Provides informal or "on-the-job" training for new employees.

Accounts for the money and assets of the IT department. Assists in the preparation and compiling information for the annual budget report and the total departmental operating budget. Prepares and submits to the proper authority an operating budget for the IT division. Prepares purchase requisitions and maintains inventory records on all department owned computer hardware and peripherals.

Responds to alarms and emergency calls to ensure proper functioning of mobile data equipment on fire department first responder vehicles. Maintains pubic safety software applications on vehicles, including interfacing with the records management system, replacement and repairs, and updates to software such as iPad/iPhone applications. Answers incoming telephone calls and handles routine matters. Assists with overview and management of department social media.

Performs any related duties assigned.


**QUALIFICATION REQUIREMENTS**
<u>Unless otherwise specified, all requirements must be met by the filing deadline for application for admission to the examination.</u>

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

Must posses a valid driver's licence.

After offer of promotion, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have a minimum of an associate's degree in an information technology field and three (3) years of work experience in electronic computer or communications equipment related field with a working knowledge in data systems, including installing and maintaining Local Area Networks.

**OR**

Must have a minimum of an associate's degree in Fire Science, a

related fire management curriculum, or a bachelor's degree in business or public administration curriculum and at least five (5) years of experience in electronic computer or communications equipment related field with a working knowledge in data systems, including installing and maintaining Local Area Networks.