



## **DEPUTY ASSESSOR - CHIEF INFORMATION OFFICER**

Department:	Information Technology	Job Code:	7725
Grade:	24	Shakman Status:	Exempt
		FLSA Status:	Exempt

### **Job Summary**

Reporting directly to the Chief Deputy Assessor, the Deputy Assessor - Chief Information Officer (CIO) supervises, directs, plans and is responsible for the overall management and direction of the Information Technology (IT) Department for the Cook County Assessor's Office (CCAO). The CIO's duties include direct oversight of the IT Department staff's work performance, including the activities of the Legacy Systems, Application Development, digital and electronic Records Management, and Network & Help Desk Assessment Operations functions of the Office, addressing and resolving Director and Manager concerns and questions, issuing performance evaluations and initiating disciplinary actions, and ensuring the IT Department provides good customer service. The CIO participates in the formation of policies and procedures by making appropriate recommendations for improvements and/or additions that enhance the efficiency and effectiveness of the information technology services and operations to support the mission of the CCAO. The CIO's duties also include the identification, implementation, and evaluation of systems and services that cross the Office's departments and units; keeping abreast of information technology developments and their appropriate applications within the Office; and planning and implementing information technology infrastructure upgrades. The CIO is also responsible for directing all computer related hardware and software purchases.

### **Essential Job Duties**

- Oversees the management, staffing, supervision, and daily operations of the IT Department.
- Provides leadership in the selection, design, implementation, integration, and ongoing support for the CCAO's information systems.
- Provides leadership and planning to enhance and support data, voice, and network infrastructures and services for the CCAO.
- Provides leadership to enhance access to, and security for, the CCAO's networked resources and information systems.
- Works with the Director of Training & Continuous Improvement to develop technology to support the instructional needs of the Office.
- Develops and maintain a strategic technology plan and associated tactical technology plans for the Office.

- Develops internal IT policies and procedures designed to improve work procedures and service quality.
- Manages all computer systems and computer operations of CCAO, including the maintenance and support of all current assessment systems on all Cook County platforms; planning, detailed development, and scheduling of all future installations including automation projects and any in-house system upgrades; and expansion of the local area networks.
- Directs employee computer training and user assistance programs.
- Provides leadership in the management and development of all employees of the IT Department.
- Reviews daily performance and capacity of computer systems and equipment, and manages assessment-related high priority computer system issues
- Implements system-related assessment cycle changes and new processes to increase the efficiency of CCAO's processes and functions.
- Safeguards the technical assets of CCAO.
- Ensures staff productivity and development, promotes good morale, and establishes performance measures of IT staff members.
- Allocates technical and operational staffing resources and coordinates the activities of technical and operational staffs supporting assessment cycle through the efficient utilization of personnel.
- Develops and monitors the technology budget for the CCAO.
- Works with other Cook County offices on technology initiatives in support of the tax cycle.
- Conducts or reviews performance evaluations of IT Department employees.
- Consults with the Chief Deputy Assessor, Chief Legal Officer, and other Deputies within the CCAO as required.
- Assures that activities and results are consistent with CCAO's mission, goals, and objectives.
- Administers CCAO policy and procedures and ensures that staff are adequately trained to perform their essential job duties.

**The duties described above are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete description of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.**

#### Minimum Qualifications

- Graduation from an accredited college or university with a bachelor's degree.
- Seven (7) years of work experience in IT or related industry.
- Three (3) years of work experience managing or supervising employees.

**OR**

- Master's degree in Information Technology, Information Systems, Computer Science or related field.
- Five (5) years of work experience in the IT or related industry.
- Three (3) years of work experience managing or supervising employees.

### **Knowledge, Skills, and Abilities**

- Knowledge of the County's MIS computer systems, CCAO's computer systems, and CCAO's operations.
- Knowledge of CCAO's operations, function, procedures, activities and the property tax system, or the ability to quickly gain such knowledge.
- Knowledge of materials, software, equipment, and procedures utilized by CCAO or the ability to quickly gain such knowledge.
- Knowledge of current IT applications, methods, and standards.
- General knowledge of methods of modern information system design.
- Knowledge of state-of-the-art computer hardware and software.
- Knowledge of state-of-the-art data, voice and video communication network systems.
- Knowledge of and ability to consistently interpret and apply CCAO policies, procedures, practices and guidelines or the ability to gain such knowledge.
- Working knowledge of CCAO Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).
- Project management skills and the ability to manage multiple projects simultaneously, and meet deadlines with results-oriented focus.
- Ability to converse knowledgeably and communicate effectively, both orally and in writing, with non-technical departments, to work with and understand the end user requirements.
- Ability to address technical issues in both technical and non-technical terms.
- Ability to develop and make presentations to a diverse audience.
- Ability to resolve specific problems in accordance with management objectives.
- Ability to effectively coordinate activities of technical staff supporting the assessment cycle.
- Ability to meet CCAO and Departmental deadlines, production goals, and effectively utilize time with limited oversight.
- Ability to work with others and excellent interpersonal skills in dealing with elected officials, the public, co-workers, and staff.
- Ability to lead and cooperate on specific projects related to the functions of the Department.
- Must be computer literate, with skill and efficiency in entering and retrieving data, and possess the ability to use CCAO systems and databases.

### **Physical Requirements**

- Visual acuity to review and edit written communications for long periods of time.
- Walking between offices and buildings may be required.
- Repetitive use of hands to handle and/or operate standard office equipment.
- Regular use of a telephone to communicate.

**COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY  
EMPLOYER**

Last modified: January 15, 2019