OFFICE OF THE COOK COUNTY CLERK

Human Resources
118 N. Clark Street, Room 230
Chicago, Illinois 60602
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STANDARD JOB DESCRIPTION

Deputy Clerk of Information Technology

Job Code: 0655
Job Title: Deputy Clerk of Information Technology
Salary Grade: 24

Position I.D. No.: 0013262
Status: Shakman Exempt
Division: Information Technology

Job Summary

The Cook County Clerk's Office ("Clerk's Office") Deputy Clerk of Information Technology ("DCIT") reports to the Chief Deputy Clerk and manages all aspects of the Clerk's information technology ("IT") environment. This position is responsible for creating, promoting, implementing, and maintaining the broad IT agenda for the Clerk's Office. The DCIT will be expected to understand all aspects of IT management including budgeting, cost/benefit analysis, operational maintenance, new system development, information security, and vendor management. Given the Clerk's role in administering elections for all of suburban Cook County, coupled with the Federal Government's recent categorization of elections as part of the United States' critical infrastructure, the DCIT should have substantial familiarity with information security systems, approaches, and philosophies. The DCIT is expected to have, or quickly develop, a thorough understanding of the business of the Clerk's Office and be able to align IT priorities with the business and public service mandates of the Clerk's Office.

This position will have access to confidential and sensitive information as a part of crisis/issue management and will participate in "Confidential" meetings, communications and "Policymaking" related items, the position shall be selected by the Clerk of Cook County, or her or his designee.

Essential Job Duties

- Exercises oversight authority and broad discretionary judgment to manage all functions and resources of the Clerk's Office's IT environment to achieve the Clerk's strategic priorities.
- Communicates a vision and provides IT Division leadership that focuses employees on becoming proficient and motivated to do their best work.
- Directs the development and administration of budgets, policies, projects and programs of the Clerk's Office to effectively and efficiently deliver high quality services to the Clerk and the public.
- Collaboratively and cooperatively works with the Clerk and the Executive Leadership Team to analyze strategic and operational needs and takes action to respond to those needs.
- Explores strategic options and determines when and how to use external partnerships versus internal resources.
- Champions the values of the Clerk through example and accountability.
- Ensures that IT Division's operations conform with local, state, and federal government regulations, and with the Clerk's internal rules and policies.
- Improves service to the public by providing vision, leadership and skills that enable the Clerk to leverage technological innovation to provide ever improving public service.

- Provides central information technology services to Clerk departments and satellite offices including data center operations, network services, business application development and maintenance, end user support for personal computers, strategic technology investigation, project oversight and contract administration for third party vendors.
- Develops, coordinates and provides for overall administration of the Clerk's strategic information technology plan, which includes capital planning, application portfolio management support, and systems infrastructure management activities.
- Oversees and evaluates system security and works closely with the County's Chief Information Security Officer (CISO) to continually monitor and improve network and application security to meet the ever-evolving threat environment, particularly in the elections arena.
- Ensures that management and employees have easy access to comprehensive and useful information in order to maximize decision-making and productivity.
- Understands and uses financial data, corporate dashboard information and other key performance indicators to support process performance.
- Participates in the development of RFPs and the selection of vendors, and in negotiating contracts.
- Recommends technology platforms, hardware, software and partnerships needed to meet requirements.
- Interacts with internal and external customers to ensure continuous customer satisfaction.
- Leads the development, review and certification of all back-up and disaster recovery procedures and plans.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree in Computer Science, Business Management or Computer Information Systems, Information Technology, Computer Engineering or closely related field from an accredited university or college.
- Ten (10) years of full-time paid work experience in management or supervision of employees.
- Five (5) years of full-time paid work experience in technology system implementation.
- Certified Information Systems Security Professional (CISSP) or Certified Information Systems Auditor (CISA)

Preferred Qualifications

- Master's degree in Computer Science, Business Management or Computer Information Systems, Information Technology, or closely related field from an accredited university or college.
- Fifteen (15) years of full-time paid work experience in management or supervision.
- Seven (7) years of full-time paid work experience in system implementation.

Knowledge, Skills and Abilities

- Knowledge of governmental and election processes, as well as the interplay between the Clerk's Office and various other governmental agencies.
- Extensive knowledge of IT systems and current technology trends.
- Knowledge and demonstrated experience in integration of processes, hardware and software.

- Knowledge of technology and business processes with a cross-functional perspective.
- Knowledge of technological trends to build the Clerk's Office strategy.
- Understanding of budgets and business-planning.
- Leadership and organizational skills.
- Strategic analytical thinking and problem-solving skills.
- Clear and coherent communication skills, including but not limited to writing and speaking.
- Ability to make independent, competent and objective decisions.
- Ability to conduct technological analyses and research.
- Ability to work successfully under pressure as well as meet strict deadlines
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Systems implementation experience.
- Substantial experience with network and application security analyses and implementations.
- Familiarity with desktop, notebook, handheld and server computer hardware.
- Familiarity with local and wide area network design, implementation and operation.
- Ability to develop IT communication, policy and technology trend plans in business terms for communication throughout the organization including management groups and staff.
- Demonstrated ability to bring the benefits of technology to solve business issues while also managing costs and risk.
- Ability to conceptualize, launch and deliver multiple technology projects on time and within budget.
- Ability to set strategic direction and goals for the enterprise initiatives and to establish benchmarks and metrics against which progress can be measured.

Physical Requirement

- Ability to stand, sit, and kneel for long periods of time.
- Ability to lift up to 30lbs.
- Ability to utilize CPU and keyboards for extended period of time.