

COUNTY OF NORFOLK  
COMMISSIONERS OFFICE  
CHIEF INFORMATION OFFICER  
Monday - Friday 8:00 am - 4:00 pm/ 37.5 hours  
FLSA: Exempt

Responsible for effective and efficient management of the County of Norfolk's Information Technology Department operations, resources, projects, and contracts, including the Registry of Deeds, while leading the planning, organization, and execution of all IT activities to successfully meet the goals and needs of the County excluding the School Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Support, manage and maintain all County/Registry wide network infrastructure, hardware, and software.
- Provide vision in the strategic direction, implementation, and management of the County/Registry's IT programs.
- Effectively communicate, collaborate, and interact with all levels of personnel and authority, both orally and written.
- Provide leadership, technical knowledge, and project oversight for all IT infrastructure and security projects (network, servers, telecommunication systems, desktops, security, SaaS providers, etc.).
- Identifies, budgets, plans, implements, optimizes and supports IT infrastructure and security needs, upgrades, and renewals to ensure the County/Registry network, telecommunications, and servers meet organization goals and daily operational needs.
- Identify and implement opportunities to improve the accessibility of systems and interfaces.
- Ensure the effective and efficient management of departmental operations, resources, technology projects, and contracts, including all IT procurement activities.
- Develop, document, and administer best practices and security policies and make recommendations regarding response to changes in industry standards.
- Develop and maintain the IT Disaster Recovery and Business Continuity Plan.
- Develop plans and programs for acquisition, oversees procurement, installation, and achievement of operational status.
- Establish strategic planning of long-term goals and objectives, while monitoring and researching trends in information technology to develop forward-thinking strategies to achieve goals.
- Oversee, advise, and support appropriate professional staff, contributing to their development and effective performance.
- Work with County leadership to enhance staff access and use of technology, especially to enhance internal communication and teamwork.
- Reinforcement of the County systems which are vital for revenue collection and service fulfillment

- Direct and prioritize assignments and workload of subordinates ensuring that IT operates within documented schedules and exceeds end-user expectations.
- Identifies knowledge and skill gaps within the department and County/Registry wide and develops appropriate training plans.
- Oversees measurement and reporting of IT systems reliability, performance, security, and business value.
- Oversee and manage vendor contracts and relationships.
- Oversight of user support/internal helpdesk.
- Perform other duties as required by the CIO and Director of Operations.

*The duties and responsibilities listed above are intended only as illustrations of the types of work that may be performed. The omission of specific duties does not exclude them from the position if the work is a similar, related, or logical assignment for this position.*

#### **QUALIFICATIONS:**

- Required Bachelor's degree in Computer Science, Information Systems or related field, Masters preferred.
- Minimum of ten years of professional experience in information systems management at a senior level, with at least five years of experience working with executive-level personnel, preferably in a municipal setting or an equivalent combination of education and experience.
- Demonstrated ability to manage multiple tasks in an organized, accurate, and efficient manner.
- Established problem solver with effective management and public relations skills.
- 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.

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee must possess mobility to work in a standard office setting. The employee is frequently required to talk, listen, and sit for extended periods of time. The noise level in the work environment is consistent with typical office noise levels. The employee must occasionally lift and/or move up to ten pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

**SUPERVISION AND MANAGEMENT:**

Reporting to the County Director, the Chief Information Officer will directly supervise employees within the County/Registry IT Departments. Carries out supervisory responsibilities in accordance with County policies and applicable laws.

Offers of employment are contingent on verification of information supplied on the Application for Employment, the results of a pre-employment physical, successfully passing a Criminal Offender Record Information (CORI) check, a pre-employment drug test, and a six-month probationary period.

**The foregoing statements describe the general purpose and responsibilities assigned to this position and are not an exhaustive list of all responsibilities and duties that may be assigned or skills they may be required.**

**The County of Norfolk is an Affirmative Action Equal Opportunity Employer.**

Interested candidates please forward your cover letter and resume to [mlabadini@norfolkcounty.org](mailto:mlabadini@norfolkcounty.org).