CHIEF INFORMATION OFFICER

Definition

The Chief Information Officer (CIO) is responsible for providing leadership and direction in the development, implementation, operation, and maintenance of State Bar information systems, computer services, network communications, and management information services to accomplish strategic goals. The CIO is also responsible for establishing and driving IT planning, policies, and programs; recommending and overseeing technology initiatives aligned with the advancement of organizational priorities and objectives; providing oversight for the operation and maintenance of the State Bar's technology infrastructure and applications; and ensuring proper technology standards and processes are established and followed; establishing and maintaining superior data security and privacy standards; and establishing and monitoring service level measures and targets for all technology related activities.

Distinguishing Characteristics

The CIO is responsible for overseeing all IT functions of the State Bar and all staff within the IT Division, and for implementing the State Bar's strategic vision as part of the Leadership Team. The CIO serves under the direction of the Executive Director.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Establishes the strategic vision for the delivery of information technology services to internal and external clients in alignment with the State Bar's five-year Strategic Plan.
- Implements IT plans, operating policies and approaches, programs, and schedules, and ensures that technology is deployed efficiently and in a cost-effective manner.
- Establishes and maintains superior data security and privacy standards, systems, and processes.
- Monitors and evaluates overall operations of IT functions and recommends enhancements to advance organizational priorities and objectives.
- Engages State Bar senior management on IT-related business needs demonstrating both effective listening and communications skills and technical competency.
- Develops IT budget proposals in support of division and organizational goals.
- Ensures IT expenditures are within approved budget(s) and are properly documented and supported.
- Oversees the management of IT personnel, including setting expectations and ensuring accountability.
- Identifies and actively recruits talent, including contractors, to ensure the advancement of organizational priorities.
- Reviews and approves major contracts for IT services, vendors, licensing, and equipment.
- Oversees and guides the development, design, and implementation of new applications and changes to existing systems and software packages.
- Develops, reviews, and certifies all back-up and disaster recovery procedures and plans.
- Ensures IT staff maintain required credentials and facilitates on-going development opportunities that align with established strategies, objectives, and emerging technologies.
- Assesses new systems and emerging technologies to determine potential value for the organization and make recommendations to the Leadership Team regarding potential adoption.
- Oversees a continuous learning improvement environment.

San Francisco Office
180 Howard Street
San Francisco, CA 94105

www.calbar.ca.gov

Los Angeles Office
845 South Figueroa Street
Los Angeles, CA 90017

- Oversees ongoing improvements and the feasibility of system and application enhancements.
- Serves on planning and policy-making committees.
- Prepares and oversees preparation of departmental documents and performance reports.

Employment Standards

Knowledge:

- Excellent knowledge of IT systems, applications, capabilities, and infrastructure and how they support business capabilities and outcomes.
- Knowledge of emerging technologies, including Artificial Intelligence, and an understanding of how to apply it in varied operational contexts.
- Excellent knowledge of cybersecurity and privacy protection standards, systems, and processes.
- Knowledge of organizational and management practices as applied to the analysis and evaluation of programs, policies, and operations.
- Knowledge of the development of key processes for the purpose of increasing operational efficiencies and assuring high-level customer service.
- Knowledge of and demonstrated respect for all employees, executive staff, Board members, and community leaders using tact, patience and courtesy.

Ability To:

- Ability to motivate teams to produce quality materials within tight timeframes and simultaneously manage several projects.
- Ability to participate in and facilitate group meetings.
- Ability to provide leadership and to supervise the planning, development, and establishment of new, modified, and/or improved technology services and activities.
- Ability to delegate authority and responsibility, and hold subordinates accountable for results.
- Ability to establish and accomplish strategic and tactical goals.
- Ability to establish and maintain cooperative and effective working relationships with others.
- Ability to develop and direct an effective IT team, with a commitment to professional development and culture building.
- Ability to maintain and support adherence to the highest ethical standards.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to meet schedules and timelines.

Minimum Qualifications

Education:

- Bachelor's degree in information technology, computer science, or a related field.
    - A master's degree in information technology, computer science, or a related field may substitute for one (1) year of the required experience.
    - A PhD in information technology, computer science, or a related field may substitute for two (2) years of the required experience.

Experience:

- Minimum of ten (10) years of progressively responsible experience in an information technology field such as systems administration, programming, project management, support, security, or related field.

- Minimum of five (5) years of experience performing senior-level management responsibilities, including strategic planning, execution of organizational or departmental objectives, and leading a team.

Preferred Qualifications
- Experience with implementation of information technology integrations in a large, unionized division/organization.
- Demonstrated supervisory skills to effectively manage the daily operations and administration of assigned function(s).
- Demonstrated ability to handle problem situations in a tactful and courteous manner.
- Demonstrated ability to effectively serve as a leader and member of a team.
- Demonstrated ability to respond effectively and promptly to issues, and communicate resolutions in a timely manner.
- Demonstrated standards of integrity and ethical behavior, self-discipline, confidentiality, and ownership.
- Solid understanding of data analysis, budgeting, and IT business operations.
- Superior analytical and problem-solving capabilities.
- A strong strategic and business outcome focused mindset.
- Strong analytical skills with the ability to use data to make informed decisions and optimize systems performance.
- Exceptional leadership and communication skills with the ability to collaborate effectively across teams.

Unit: Executive
FLSA: Exempt