

COMMONWEALTH OF MASSACHUSETTS

CITY OF LOWELL

In City Council

ORDINANCE

An Ordinance creating one (1) new full-time position entitled Deputy Chief Information Officer and establishing the salary therefor in the Management Information Systems (MIS) Department.

The City Council, by virtue of Massachusetts General Laws, Chapter 43, Section 105, has the authority to create and/or delete positions.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF LOWELL, as follows:

The Code of Ordinances City of Lowell, Massachusetts, hereinafter called the "Code" adopted by the City Council on December 23, 2008, as amended, is hereby amended as follows:

1. In accordance with Chapter 43, Section 105 Mass. General Laws, the following position and salary is created in the Management Information Systems (MIS) Department, effective upon passage:

One (1) Full Time Deputy Chief Information Officer
(DH01)
\$124,698 (min) to \$146,508 (max) annual
(35 hours per week)

2. All provisions of the Code of the City of Lowell, as amended, which are not inconsistent with this Ordinance shall continue in effect, but all provisions of said Code inconsistent herewith are repealed.

3. This Ordinance shall take effect upon its passage in accordance with the provisions of Chapter 43 and 40A of the General Laws of the Commonwealth of Massachusetts.

APPROVED AS TO FORM:

Corey Williams
City Solicitor

CITY OF LOWELL
Job Posting
Please Post: nn/nn/nnnn
Deadline: nn/nn/nnnn
Management Info Services (MIS)

Job Title: Deputy Chief Information Officer (DH01)
Department: Management Information Systems (MIS)
Reports To: Chief Information Officer (CIO)
Union: Ordinance, Non-Union
FLSA: Exempt
Salary: \$124,698 (min) to \$146,508 (max) annual; 35 hours per week, DH01

SUMMARY

This position will serve as the Deputy Chief Information Officer (Deputy CIO) for the City of Lowell (City) within the Management Information Systems Department (MIS). Under the general direction of the Chief Information Officer (CIO), the Deputy CIO assists in the administration and direction of MIS strategies, tactics, programs, procedures and policies to ensure that all the technology operations run smoothly throughout the City.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities are not intended to be an exhaustive list of all responsibilities, duties and skills; they are intended to be accurate summaries of what the job involves and what is required to perform it. Employees are responsible for all other duties as assigned to them. In order to perform this job successfully, the employee must be able to perform each essential duty and responsibility satisfactorily.

- Direct and coordinate special projects and programs as assigned by the CIO.
- Act on behalf of the CIO in his/her absence or as a delegate in an official capacity, as required, on all departmental matters and at local, state, and professional meetings.
- Advise and assist the CIO in the formulation/ administration/ implementation/ direction of MIS strategic plans, programs, procedures and policies.
- Establish and implements policies and procedures to ensure effective and efficient project management and management of vendor relationships in order to meet departmental goals and objectives for improving and increasing utilization of technology throughout the City.
- Consult with and direct MIS staff regarding administrative functions such as budgeting, financial processing and oversight, project management, personnel administration, etc.
- Assist in preparing and reviewing the annual MIS budgets, assisting other City departments with technology related budget materials.
- Work to ensure that the City's various technology components run smoothly and function properly throughout the City.

- Continuously assess and identify new technology/ systems/ services, which may be leveraged to improve technology to internal departments and City residents and businesses.

SUPERVISORY RESPONSIBILITIES

Under direction from the CIO, the Deputy CIO coordinates and manages all MIS office, staff, and personnel functions, delegating accordingly.

QUALIFICATIONS

The requirements listed below are representative of the education, knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, Skills, and Abilities (KSAs)

- Strong leadership skills to lead technology vision and the ability to execute decisions.
- Strong business acumen, critical thinking skills, and a solid foundation in information technology, including change management and project management experience and technology strategic plan development.
- Skills must be able to lead initiatives to develop solutions, and processes to meet requirements.
- Very strong customer service, interpersonal, written and oral communication skills.
- Demonstrated ability to analyze/ assess/ identify opportunities and implement solutions to improve efficiency and reduce waste; apply strong knowledge and understanding of the principles, methods, and techniques of process/ quality improvement.
- Demonstrable understanding and experience in the full spectrum of technologies, work processes/ flows, network systems, applications, and networking principals essential to deliver successful technology solutions within the City.
- Able to build constructive working relationships in high performing teams and across organizational units.
- Able to multitask, solve practical problems and deal with a variety of situations with limited information; strong analytical and problem solving skills; able to interpret, assess, and diagnose symptoms; able to leverage resources for research and problem resolution.
- Able to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.
- Able to work under limited supervision.

Education & Certifications:

- Bachelor or Master Degree in Computer Science, Management Information Systems, Business, or other related field.
- A minimum 10 years of work experience in technology, with at least 5 years in an information technology management role.
- Advanced industry technical certifications are a plus.
- Certification in Project Management, Cybersecurity, or ITIL is a plus.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met in order to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stand, walk, sit, use hands to finger, handle or feel, reach with hands and arms, stoop, kneel, crouch, or crawl, and taste or smell.
- The employee may frequently lift, carry or position objects weighing up to twenty-five pounds and occasionally with assistance may lift, carry and position heavy objects up to seventy-five pounds utilizing proper body mechanics and techniques.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those that may be encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional exposure to outside weather conditions.
- Risk of electrical shock while working with equipment.
- The noise level in the work environment is usually moderate to high.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen and CORI post offer.

Qualified individuals should apply by the deadline of January 18, 2024 by submitting application/resume with cover letter using the City of Lowell job opportunities online portal: <https://selfservice885.tdr.tylerhosting.cloud/ess/employmentopportunities/default.aspx>

The City is committed to encouraging diversity and inclusion through equitable opportunities for all community members. The aim is for our workforce, including contractors, to be truly representative of all sections of society and our community, and for each team member to feel respected while fostering belonging.

"The City of Lowell assures that every individual shall have equal access to all City employment opportunities. The City is all-inclusive and no person shall be denied equal access because of race, creed, color, religion, national origin, sex, sexual orientation, gender identity, age, military service, or physical/mental disability."

EOE/AA/504 Employer



Mirán Fernandez
Chief Information Officer
Cable TV Coordinator

John Meyers
MIS Director

MEMORANDUM

TO: Thomas A. Golden, Jr., City Manager

FROM: Mirán Fernandez, Chief Information Officer

CC: Conor Baldwin, Chief Financial Officer
Mary Callery, Collective Bargaining Assistant

DATE: March 15, 2024

RE: Creation of new Deputy Chief Information Officer Ordinance position.

Enclosed with this memorandum, please find a job description for the creation of an Ordinance position, titled Deputy Chief Information Officer. This position is critical to achieving the goals and objectives set forth by the City Council through the City Manager to reorganize the Management Information Systems (“MIS”) department to strengthen the City’s overall technology posture, particularly in the wake of ever-present threat of cyber-attack against the City.

The cyber-related incident of 2023 highlighted numerous operational challenges related to the critical role MIS provides in the City’s delivery of services, the effective operations of which has a direct impact on public safety as well as the operation and continuity of all City departments. This position’s primary duty is to assist with the administration and direction of MIS strategies, tactics, programs, procedures and policies to ensure that all technology operations run smoothly throughout the City. Existing funding will be used to fund this position throughout FY2024, with ARPA funding to be leveraged subsequently, and the creation of this new position is revenue neutral.

Please let me know if there are any questions.