



## **Chief Information Officer**

### **Role**

The Chief Information Officer's role is to provide vision and leadership for developing and implementing information technology initiatives that align with the mission of FOCUS. The Chief Information Officer directs the planning and implementation of enterprise IT systems in support of FOCUS operations in order to improve cost effectiveness, service quality, and mission development. This individual is responsible for all aspects of the FOCUS information technology and systems.

### **Responsibilities**

#### **Strategy & Planning**

- Participate in strategic and operational governance processes of FOCUS as a member of the senior management team.
- Lead IT strategic and operational planning to achieve FOCUS goals by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems across the organization.
- Develop and maintain an appropriate IT organizational structure that supports the needs of the business.
- Establish IT departmental goals, objectives, and operating procedures.
- Identify opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources, including staffing, sourcing, purchasing, and in-house development.
- Assess and communicate risks associated with IT investments.
- Develop, track, and control the information technology annual operating and capital budgets.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.
- Assess and make recommendations on the improvement or re-engineering of the IT organization.

#### **Acquisition & Deployment**

- Coordinate and facilitate consultation with stakeholders to define business and systems requirements for new technology implementations.
- Approve, prioritize, and control projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems.
- Review hardware and software acquisition and maintenance contracts and pursue master agreements to capitalize on economies of scale.
- Define and communicate corporate plans, policies, and standards for the organization for acquiring, implementing, and operating IT systems.

#### **Operational Management**

- Ensure continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance.
- Ensure IT system operation adheres to applicable laws and regulations.
- Establish lines of control for current and proposed information systems.
- Keep current with trends and issues in the IT industry, including current technologies and prices. Advise, counsel, and educate executives and management on their competitive or financial impact.
- Promote and oversee strategic relationships between internal IT resources and external entities.
- Supervise recruitment, development, retention, and organization of all IT staff in accordance with corporate budgetary objectives and personnel policies.



## **Position Requirements**

### **Formal Education & Certification**

- University degree in the field of computer science or business administration and/or 10-20 years applicable work experience. Master's degree in either of these fields or Master of Business Administration with technology as a core component preferred.

### **Knowledge & Experience**

- 10-20 years' experience managing and/or directing an IT operation.
- Experience working in the IT industry.
- Experience in strategic planning and execution.
- Considerable knowledge of business theory, business processes, management, budgeting, and business office operations.
- Substantial exposure to data processing, hardware platforms, enterprise software applications, and outsourced systems.
- Good understanding of computer systems characteristics, features, and integration capabilities.
- Experience with systems design and development from business requirements analysis through to day-to-day management.
- Proven experience in IT planning, organization, and development.
- Excellent understanding of project management principles.
- Superior understanding of the organization's goals and objectives.
- Demonstrated ability to apply IT in solving business problems.
- In-depth knowledge of applicable laws and regulations as they relate to IT.
- Strong understanding of human resource management principles, practices, and procedures.
- Proven leadership ability.
- Ability to set and manage priorities judiciously.

### **Personal Attributes**

- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Strong negotiating skills.
- Ability to present ideas in business-friendly and user-friendly language.
- Exceptionally self-motivated and directed.
- Keen attention to detail.
- Superior analytical, evaluative, and problem-solving abilities.
- Exceptional service orientation.
- Ability to motivate in a team-oriented, collaborative environment.