



NEWPORT NEWS, VA

JOB DESCRIPTION CHIEF INFORMATION OFFICER INFORMATION TECHNOLOGY



GENERAL STATEMENT OF RESPONSIBILITIES

This executive leadership position is responsible for shaping and executing a bold, future-ready vision for technology and innovation across the City of Newport News. This position leads a dynamic team in leveraging emerging technologies—including artificial intelligence (AI), data analytics, and digital transformation—to enhance city services, improve operational efficiency, and elevate the resident experience. This role reports to the Senior Deputy City Manager and serves as a strategic advisor to City leadership.

ESSENTIAL JOB FUNCTIONS

Provides leadership and strategic direction for determining priorities, goals and objectives to meet the City's information technology needs. Leads the development and execution of a forward-thinking digital transformation roadmap that embraces AI, automation, and smart city technologies. Promotes a citywide culture of innovation by aligning technology initiatives with the City's strategic goals. Leads the development of a robust data governance framework. Promotes the ethical use of data and AI to drive insights, improve decision-making, and ensure accountability.

Responsible for overall management of the department, including budget research, development, preparation and budget monitoring to ensure cost effectiveness, procurement, and performance management. Ensures purchasing and financial transactions are properly conducted in accordance with policies and procedures. Ensures compliance with all applicable policies and regulations while maximizing return on investment.

Promotes staff collaboration, innovation and critical thinking in developing solutions and approaches to departmental issues. Responsible for effective employee relations, diversity and staff development; oversees and performs employee evaluations; administers human resources policies and procedures and determines appropriate personnel actions.

Leads and inspires a high-performing, cross-functional team. Promotes a culture of continuous learning, creativity, and inclusivity. Encourages collaboration across departments to co-create solutions that address complex challenges. Communicates complex technical concepts in a clear, compelling way to diverse audiences, including City Council, residents, and stakeholders. Advocates for digital equity and inclusive access to technology.

Serves as the primary liaison to the City's IT Steering Committee and other strategic bodies. Evaluates, assesses and makes recommendations to City Manager and City Council with respect to citywide technology planning and improvements.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics. Perform other duties as assigned.

REQUIRED KNOWLEDGE

- **Information Technology** – Comprehensive knowledge of modern methods, concepts, practices, and principles related to the architecture, design and integration of information systems and software applications. Knowledge of multiple computer languages, smart city principles, and digital equity.
- **Public Administration** – Thorough knowledge of government policies specifically related to strategic planning, organizing, directing, and coordinating local government operations.
- **Leadership** – Comprehensive knowledge of organizational and management practices as applied to the analysis and evaluation of programs, policies, and operations. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources management and leadership.
- **Management of Personnel** – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff. Knowledge of personnel recruitment, selection and the use of human resources information systems.
- **Customer Service** – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- **Performance Management** – Monitoring/assessing performance of other individuals, or the organization to make improvements or take corrective action. Motivating, developing, teaching, and directing people as they work, identifying the best people for the job.
- **Critical Thinking** – Uses logic and reasoning to understand, analyze and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation. Applies general rules to specific problems to produce answers that make sense. Combines pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Judgment/Decision Making** – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- **Interpersonal Relationship** – Maintains high morale among all department employees. Share knowledge with supervisors and staff for mutual and departmental benefit. Develops and maintains cooperative and professional relationships with employees, managers in other departments, representatives from organizations, and the general public. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons.

REQUIRED ABILITIES

- **Coordination of Work** - Ability to establish and implement effective administrative and management programs and procedures. Ability to plan and organize daily work routine.

Establishes priorities for the completion of work in accordance with sound time-management methodology. Implements work activity in accordance with priorities and estimated schedules. Performs a broad range of supervisory responsibilities over others. Highly developed ability to evaluate plan alternatives in relation to trends, costs, and social pressures and needs.

- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.
- Strategic Leadership and Change Management – Ability to drive organizational transformation, develop high-performing teams, and cultivate an environment that encourages innovation.

EDUCATION AND EXPERIENCE

Bachelor's degree in Information Technology, Computer Science, Public Administration, or a related field (master's degree preferred) and ten (10) years of progressive leadership experience in technology strategy (implementing emerging technologies, including AI, cloud computing, cybersecurity, and data analytics), digital transformation, or innovation, including five (5) years in a senior leadership role.

ADDITIONAL REQUIREMENTS

Acceptable general background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.