

RHODE ISLAND PUBLIC TRANSIS AUTHORITY

POSITION DESCRIPTION

Job Title: Chief Technology Officer

Date: January 2019

Department: Information Services

Supercedes: April 2018

Reports to: Chief of Security & Operations

Summary of Position:

The Chief Technology Officer (CTO) will provide oversight and strategic vision and planning with consideration of future IT innovations to manage all key aspects of RIPTA's Information Services (IS). Responsible for all enterprise-wide IS activities, including infrastructure and architecture, applications development, business processes, networks, outsourcing, computer and auxiliary operations/support to ensure internal and external customer satisfaction.

The CTO is responsible for oversight and direction of the IS department while balancing priorities and resources to ensure critical IS needs are met and protected using a measureable and documented approach that increases accountability, transparency and efficiency. The CTO is responsible for ensuring the security and protection of data and internal systems from unauthorized access or disclosure.

The CTO reports to the Chief of Security and has a wide latitude to exercise initiative and independent judgment as it relates to RIPTA's technology investment decisions and strategic agency impact. The CTO should also possess a forward thinking mindset to ensure that RIPTA is positioned to better serve the needs of the public and seek opportunities powered by technology for enhancing customer engagement.

Essential Duties and Responsibilities:

- Set the mission and vision of RIPTA's IS program;
- Provide strategic direction for all IS operations';
- Plan and participate in strategic planning initiatives to proactively address agency and customer IS needs;
- Monitor, document and share emerging IS trends that potentially warrant further analysis and action by technical, administrative and operational agency management;
- Plan, develop and manage capital expenditure budget for IS ensure compliance with strategic direction consistent with agency objectives;
- Oversee the development, design, and implementation of new applications and changes to existing computer systems and software packages;
- Oversight of procedures and processes related to IS;
- Oversight and monitoring of current IS staff;
- Oversight of day-to-day support and service operations, including scheduling, workflow management, resources prioritization, and delegation of responsibilities;

- Establishing key metrics and indicators for productivity, resolution of issues and satisfaction;
- Develop and monitor long and short range business plans for information services throughout the agency to ensure technology systems are responsive to the needs of the Authority and remain so as the needs and objectives of the Authority change;
- Maintain professional and effective working communication with RIPTA staff and like organizations in the pursuit of efficient transit operations;
- Oversight of systems readiness and retentive back-up processes to provide a stable operating environment in a 24/7 transit operation;
- Evaluate Authority-wide operations of computing and IS functions;
- Other related duties as assigned.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Basic Knowledge:

Must possess a thorough knowledge of the principles, practices and procedures involved in the operation of information services management systems with the ability to apply such knowledge. Must possess decisive leadership attributes, the ability to effectively plan, organize and manage the implementation of IS initiatives designed to enhance public transit. Must possess excellent decision-making and problem-solving skills. Must possess the ability to communicate and transfer knowledge clearly and effectively in a non-technical manner, both verbally and in written documentation. Must be proficient in budget, financial and resource management. Must possess excellent project management skills to effectively deploy and manage a variety of resources dedicated to and effected by IS.

Experience:

Graduation from a college of recognized standing with a Masters' Degree in Information Science or a closely related field such as but not limited to Business Management or Public Administration supplemented by completion of specialized information technology and training courses. Considerable (10+ years) experience employment as a leader or manager in a large agency responsible for major IS operations; extensive experience in writing technical, procedures, and policy documents; widespread experience and exposure to information technologies and services with emphasis on the development of large networking systems.

Any combination of education and experience shall be substantially equivalent to the above qualifications.

Independent Action:

This position has a wide latitude to exercise initiative and independent judgment.

Supervisory Responsibility:

Supervises the IS Department Staff and other RIPTA divisions regarding the acquisition, development, modification and maintenance of new or existing information technology.