IT Deputy Chief of Enterprise Architecture and Planning
City of Virginia Beach – Job Description
Date of Last Revision: 09/13/2016

FLSA Status: Exempt        Pay Plan: Administrative        Grade: 20

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Summary Position Description

The work of the IT Deputy Chief positions emphasize the management, coordination and planning of all functions of a major organizational unit of the Information Technology Department. IT Deputy Chiefs have responsibility for activities that contribute to planning, creating and implementing an IT vision and strategy aligned with the City's strategic business plan within their area of assignment. In cooperation with the Chief Information Officer (CIO), they oversee the development of city IT standards, technology architecture, technology services and the strategic direction of IT. They manage teams of people responsible for developing and delivering IT solutions for the City and citizens.

IT Deputy Chiefs are also responsible for analyzing trends in technology, assessing the impact of emerging technologies on the business, providing solutions to address technology and business issues, and managing financial resources while ensuring the development of high-quality technology solutions.

Deputy Chief of Enterprise Architecture (DCEA). Oversees the actions of other architects and ensures the alignment of the organization's mission, strategy, and processes to the IT strategy using a variety of architectural models. Expands the company's use of technology as a strategic enabler of goals and objectives. Involved in the development of policies, standards and guidelines that direct the selection, development, implementation and use of IT within the organization. Oversees the Enterprise Architecture and Planning Division with responsibilities to include: Strategic Planning; Enterprise Architecture; Quality Assurance and Management; and Innovation Management.

Job Functions

Plans, organizes, directs, and coordinates the activities of a major IT service area (multiple functional areas) of the Information Technology Department; provides leadership, direction, and guidance for development and operational activities to achieve the long and short range goals and business objectives.
Assists the CIO in formulating and implementing policies, programs, procedures, and standards for activities of the department.

Exercises considerable independent judgment to analyze, develop, and recommend plans and solutions to operational, management, business process, and utilizes effective leadership skills to implement such plans and recommendations.

In compliance with City policies, recruits, interviews, selects and evaluates staff; assigns and reviews projects to determine progress and work priorities; ensures adherence to standards and procedures; identifies, recommends and initiates training plans for staff within areas of assignment.

Directs managers, information technology staff, customer support teams, etc. to provide liaison with departments throughout the City to affect resolution of issues, accomplish work requests, and recommend viable technical improvements to business processes.

Coordinates and identifies objectives, plans, and methods to satisfy business requirements and negotiates service level agreements in support of these requirements.

Develops budgets and recommends IT spending. Tracks budget and ensures that budgets are not exceeded. Oversees and provides high-level advice and counsel to the vendor relationship decision-making and contract development processes.

Identifies opportunities to develop and market systems that will enhance operational efficiencies and; evaluates and recommends new tools and methodologies that will expedite or enhance the development process.

Acts on behalf of the CIO in his/her absence as directed.

**Minimum Qualifications**

Bachelor’s Degree in Computer Science, Information Technology, or related field; AND ten (10) years of progressively responsible professional experience providing architecture design and deployment, systems lifecycle management and infrastructure planning and operations, with at least three (3) years of leadership experience in managing multiple, large cross-functional teams or projects, and influencing senior level management and key stakeholders.; OR an equivalent combination of education, training and experience.

Must have demonstrated experience managing teams and building relationships with people at a variety of levels and the ability to launch and deliver one or more IT project(s), process(es), or service(s) on time and within budget.

**Preferred Qualifications**

Bachelors or Master’s degree in Computer Science, Information Systems, or closely related field. Entrepreneurial leadership experience, vision, and commitment to an organization with multiple diverse missions, programs, and service deliveries for the community.

**Special Requirements**

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
This position has been classified as Alpha I.

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

**A. Knowledge**
1. Knowledge of the formulation and enforcement of IT Architectural Standards
2. Knowledge of Enterprise and IT Strategic Planning
3. Knowledge of the practices and principles of Quality Assurance
4. Excellent knowledge of technology environments, i.e. architecture, application development, telecommunications, networks, programming, service delivery, service desk, and desktop support.
5. Excellent knowledge and understanding of project management principles.
6. Excellent knowledge and understanding of systems networking, databases, application management, Web development, and user support.
7. In-depth knowledge of multiple enterprise-wide complex systems and operations and the integration of those systems to maximize the efficiency and effectiveness of businesses, services, and operations in a conglomerate-like environment.
8. In-depth knowledge of applicable laws and regulations as they relate to technology issues.
9. Knowledge of, and demonstrated exposure to, and understanding of, business theory, business processes, management, budgeting, and business office operations.
10. Knowledge of IT industry standard metrics, reporting and analysis necessary to demonstrate service value, service reliability, and to support service change recommendations.

**B. Skills**
1. Experience in developing, editing and updating IT strategic plans and technology roadmaps
2. Skill in melding multiple architectural and operational standards into a comprehensive governance model for IT
3. Skill in developing innovation plans based on the changing technology landscape
4. Skill in defining functional priorities and balancing resources to ensure critical business projects are delivered while maintaining a high level of ongoing IT support to customers.
5. Skill in understanding the expanding needs of the organization and anticipating technology requirements for enabling business operations.
6. Skill in managing and providing responsible budget controls to manage operational costs and IT capital investments.
7. Skill in developing, implementing and ensuring compliance to IT Operation's policies, standards, and procedures.
8. Skill in analyzing metrics and reports to communicate service value, service reliability, and to make service change recommendations.
9. Skill in researching, analyzing and evaluating advanced technologies to address evolving business needs and changing requirements.
10. Skill in ensure IT solutions meet organizational needs and are scalable.
11. Skill in developing proactive solutions with a holistic plan that supports the current business and will enable future growth.
12. Excellent verbal and written communications skills including presentation facilitation.
13. Strong tactical skills.
14. Excellent interpersonal skills.

C. Abilities

1. Ability to craft an overarching IT strategic plan
2. Ability to analyze quality assurance data to develop quality improvement plans
3. Ability to communicate IT vision to Executive Level organizational and customer groups
4. Ability to align strategic vision with operational planning
5. Proven leadership ability.
6. Demonstrated ability to interact effectively with all levels of decision makers.
7. Ability to set and manage priorities judiciously.
8. Excellent verbal and written communications abilities including presentation facilitation.
9. Ability to articulate ideas to both technical and non-technical addressees.
11. Keen ability in attention to detail.
12. Superior analytical, evaluative, and problem-solving abilities.
13. Exceptional service orientation ability.
14. Ability to motivate in a team-oriented, collaborative environment.

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