Chief Information Officer

Job Code	20000339	**Job Family**	Executive Leadership	**Leader**	
Department	Information Technology Services	**Reports to**	GM/CEO	**Union Status**	Non-Represented
FLSA Status	Exempt	**Pay Grade**	3078		
Last Updated	8/29/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

The Chief Information Officer (CIO) provides vision, leadership and management of the resources and technology in support of the District's strategic vision. They lead the ongoing commitment to support and promote the strategic use of information technology that advances the overall mission of the District. The CIO serves as the principal technology leader for the company providing the vision and leadership for developing and implementing information technology strategies and initiatives. The CIO is responsible for the strategic planning, implementation, and maintenance of all enterprise-wide information technology activities. The CIO ensures the quality and reliability of mission critical services while seeking opportunities for innovation in support of continuous improvement to support the District's strategic goals. The CIO demonstrates diverse leadership and management experience in technology, data assets, large cross-functional teams and enterprise projects responsible for evolving IT service delivery for internal and external customers. Regularly demonstrates the ability to inspire ideas big and communicate at all levels with both employees and executives. Inspires a commitment to a change management process that values employee and customer engagement.As a member of the enterprise executive leadership team, the CIO participates in and contributes to overall enterprise business model, operating model and business strategy development. The CIO brings a current knowledge and future vision of leveraging information and technology in business model design, business capability performance re-engineering, product and service development, and support for developing competitive advantage. They participate in and contribute to the assessment of external digital opportunities, cyber threats, and internal technology capabilities required to support business needs. Provides strategic oversight of the Utility's enterprise architecture, application management, cyber security, project/program management, infrastructure, and analytics. The IT organization is pivotal and has a significant strategic impact on accomplishing the District's mission, strategic priorities, operational objectives, and innovation based on digitalization, performance metrics to integrate technology to every part of the company.

Accountabilities

Accountability #1
Leadership:
Establishing a culture of caring, mutual respect, and trust among ITS department and across District workgroups. Ensures employees are empowered to meet the requirements of their position and have the opportunity to succeed. Provides opportunities for employees to increase their knowledge and responsibilities through training, partnerships and peer engagement. Creates an environment of collaboration, inspiration, motivation and guides team members. Foster an inclusive environment among diverse team members that values collaboration, commitment to excellence, team spirit, trust and accountability. Fostering a work environment that encourages people to act with integrity and treat each other and their ideas with respect; creating and protecting a high-trust environment, advocating for others in the face of challenges, removing barriers to trust, and rewarding others for demonstrating behaviors that cultivate trust.Collaborates in establishing District strategies and transforms priorities into

operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results. Driving organizational and cultural changes needed to achieve strategic and operational objectives; drive new innovative approaches to improve business results by transforming organizational culture, systems, and services; helping others overcome resistance to change.

Accountability #2

Strategy and Planning:

Leads the strategy, plan, and implementation of information and technology operating model, organizational structure, and governance. Create synergies across the enterprise to enable cost-effective and innovative shared solutions in the achievement of business goals. Establishes a clear vision to guide employees in the successful execution of the strategy. Aligns the ITS department in support of the enterprise mission determining the operating model for information and technology to foster business-oriented and digital-ready culture, mindsets and practices. Communicates a compelling view of the organization's purpose and its future state in a way that helps others understand the importance of their contributions. Encourages and facilitate cooperation and results orientation across the team. Contributes actively to enterprise strategy and business capability strategic planning. Leads the development of the IT strategic plan and roadmap. Ensures integration with the enterprise's strategic planning process, and the resulting business strategy and plans. Oversees and establishes the enterprise IT strategy determining the operating model for information and technology to foster business-oriented and digital-ready culture, mindsets, best practices and delivery.Partners with executive leadership to define and execute the digital business strategy, plans, and roadmaps to support new programs and innovation in the changing utility. Incorporates business priorities, strategies, goals, emerging technologies, industry trends to support the Utility future digitization and continual improvement.

Accountability #3

Building and Managing Relationships:

As a member of the Executive Leadership team, acts as a trusted advisor to leaders throughout the District. Provide information, analysis and trends needed to support decisions about the application of information and technology within their department and across the District. Collaborates with executive leadership and business partners to define and execute the digital business strategy. Participates in and contributes to the assessment of external digital opportunities and threats, and internal technology capabilities required to achieve desired competitive positioning.Build relationships with peers outside the District to develop a broad view of technology trends in the utility industry. Participates in industry meetings and associations to share information and advocate for District initiatives.

Accountability #4

Program & Operations Delivery:

Directs the design and implementation of ITS operating model, organizational structure, and governance process. Creates synergies across the enterprise to enable cost-effective and innovative shared solutions in achievement of business goals. Establishes clear goals and measures to assess and implement the District's digital strategy and guide transformation and business performance. Ensures

Utility IT architecture for fit and scale to meet current and future needs of the District.Leads a culture of innovation and continual improvement to delivery technology solutions and data transformation initiatives. Ensures the technology portfolio delivers value to employees and customers. Ensures technology systems are reliable and scaled to support the District's critical operations. Oversees the technology risk and impact management processes.

Accountability #5

Fiscal Management:
Ensures technology capabilities and service are delivered reliably, sustainably, cost effectively and securely. Oversees the planning and development of technology programs and services to ensure delivery of cost effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Establishes Key Performance Metrics to ensure reliability and availability holding vendors accountable to contract performance metrics. Oversees design of solutions that provide value and continually enhance operational processes. Leads strategic planning to gain the most value from contract negotiations and vendor relationships for solution implementation and ongoing operations. Negotiates contracts leveraging tools and industry best practices to ensure acquisition of the best solution at a competitive price which meets the Districts requirements. Provides direction for the ITS leadership team in actively managing vendors through ongoing engagements to ensure adherence to SLAs, timely incident management, escalations, technology roadmap, value realization and ongoing system support. Ensures the IT contributions are delivered with agility based on changing business objectives, goals and strategies. Responsible for the processes for all annual and multi-year IT planning, programming, and budgeting decisions. responsible for the processes for managing, evaluating, and assessing how well the agency is managing its IT resources.

Accountability #6

Cybersecurity and Compliance:
Ensures the District-wide strategic plan for technological systems, processes, and data that support operations, employee and customer data are cyber secure. Provides leadership to employees in establishing and adherence to cyber and information security best practices, designs, and standards for protection of sensitive and/or confidential data. Ensures appropriate assessments and controls are in place to evaluate vendor system solutions and processes. Sets expectations for contract negotiations that support strong cybersecurity measures. Supports ITS leadership team in their obligation to ensures the configuration, administration, support and maintenance of the District's cyber and information security systems. Guides team in applying appropriate controls to balance security requirements with business needs. Ensures the regulatory compliance of corporate and operational technological systems, processes and data protection on behalf of our customers and stakeholders. Leads staff in development, adherence to and the continual improvement of operational best practices and standards for compliance. Develops and understanding of the business and industry to help identify potential cybersecurity vulnerabilities. Leads the ITS team in support of the District's cyber security and compliance programs. Responsible for the identification, evaluation, prioritization, and communication of risks related to IT systems supporting business processes, operations, and customer experience. Ensures the appropriate controls and tools are in place to mitigate cybersecurity risks. Ensures the enforcement of cyber security controls for employees and vendors. Responsible for leading ensuring District leadership understands risk, impacts and

mitigations. Establishes a culture of compliance. Actively engage with auditors, security experts, and industry experts in overseeing risk assessments and compliance audits. Ensures employees are informed of risks and mitigations through the development of training and awareness programs.

Accountability #7

Technology:

Actively maintains and develops knowledge of emerging technologies and platforms. Supports and provides oversight to ITS team of managers and architects in providing direction on what emerging technologies should be assimilated, integrated and introduced within the enterprise to ensure IT capabilities respond to the needs of the enterprise's digital business strategy. Provides strategic direction in the IT organization's innovation efforts and role in experimenting with new solutions to take advantage of those opportunities in the fulfillment of the enterprise's digital business strategy.Provides guidance, policies, expectations and priorities for resources (contract, vendors, systems) and employees in all aspects of enterprise technology implementations, continual improvement enhancements and process changes to align with District strategies and business objectives. Engages with Executive Leadership in developing technology needs supporting business technology roadmaps. Provides oversight and guidance in assessing risk, impact, and business value for proposed changes to ensure alignment with best practices, ensures cyber and data security, and maintains adherence to KPIs for business performance, system reliability and availability. Guides ITS and business stakeholders through an agile and evolving business and technology landscape. Drives cultural change required for business process innovation and continual improvement. Leads team of architects and managers in developing technology roadmaps. Partners with business leaders to align business executives objectives to technology solutions.

Accountability #8

Risk & Impact Management:

Provides oversight and direction in identifying and resolving major incidents impacting District technology operations. Responsible for assessing risk and impact to ensure teams are equipped and trained to resolved incidents. Establishes strategic approach to contracts ensuring vendors are accountable to service level agreements. Provides leadership to business and IT stakeholders in evaluating broad impacts including best practices, root cause analysis, resources available and opportunities to partner in identify system options and resolutions. Provides escalation support for vendor management to resolve issues, adherence to SLAs and to drive timely resolutions.

Accountability #9

Collaboration and Customer Service:

Ensures IT team provides exceptional customer service (internal and external) through effective communication and collaboration. Ensures business and technology solutions align with the District's mission in providing reliable and cost-effective service. Builds and maintains effective relationships with the District's executive team by engaging with peers inside and outside the organization, and other key stakeholders.Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees and actively promoting behavior consistent with District expectations and policies. Actively supports and empowers every team member and their managers to share ideas in

an open and inclusive manner.Responsible for timely escalation management and resolutions on issues focusing on business outcomes focused on providing quality service, minimizing risk, and reducing costs.

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum **Required Education and Experience:**
Bachelor's Degree in Computer Science, Computer Engineering, Electrical Engineering, System Analysis, Business, or related field, AND
Six (6) years of directly related, progressively more responsible information technology experience.

Preferred **Education and Experience:**
Masters Degree in Computer Science, Information Services, Business Administration or related field.

Qualifications – License(s) and/or Certification(s)

Minimum **Required License(s) and/or Certification(s):**

Preferred **License(s) and/or Certification(s):**

Information Technology Infrastructure Library (ITIL)COBIT Foundation
Project Management Professional (PMP)Certified Information Security Manager (CISM)Certified ScrumMaster (CSM)

Qualifications – Skills and Abilities

Minimum **Required Skills and Abilities:**

IT Strategy development
Budget planning and management.
Management theories and practices, including employee involvement techniques.
Project management, project governance, negotiation, relationship building/partnering, conflict management/mediation.
Quantitative and qualitative methods
Vendor management.
Management of cloud solutions
Application Architecture best practices
Computer applications including word processing, spreadsheets and data bases.
Customer service techniques and practices.
Principles, theories, practices and techniques relating to managing application development projects/programs.
Applicable Federal, State, Local and District regulations.
Systems analysis techniques and applications.
Problem identification and analysis techniques.
Workforce Planning and scheduling.
Methods and techniques used in effective management.
Short- and long-range planning.
Cost-benefit analysis techniques.
Executive management presentation and communication techniques.
Application portfolio management
Technology architecture strategy and principles
Cloud application environments; communications services; and other technologies
Cyber security best practices
Data governance and analytics
IT operations management
Supervise, coach and assist staff in development of management/leadership skills.
Direct and manage complex technical functions and operations
Positively influence/build cross-functional teams and organize to effectively carry out the District's information technology initiatives.
Communicate and work effectively, both orally and in writing, with various levels of the organization, outside agencies, and customers.
Determine needs for financial resources and allocate them according to business priorities.

Maintain a high level of customer satisfaction.
Interpret and apply District directives, policies and procedures.
Use independent and discretionary judgment.
Effectively coordinate a variety of activities.
Manage confidential information.
Proactively and constructively deal with conflict.
Perform analytical work.
Analyze business/technical issues and provide recommendations.

Preferred **Skills and Abilities:**
Proven experience in developing technology portfolio strategies at an enterprise level
Advanced leadership training and experience
Experience leading enterprise technology implementation projects and programs

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Leader" at the Executive Leadership Team level.

Authenticity
Building Customer Relationships
Building Self-Insight
Business Savvy
Coaching and Developing Others
Compelling Communication
Courage
Creating a Culture of Trust
Creating an Inclusive Environment
Cultivating Networks and Partnerships
Driving Execution
Emotional Intelligence Essentials
Energizing the Organization
Establishing Strategic Direction
Executive Presence
Financial Acumen
Inspiring Excellence
Leading Change
Optimizing Diversity
Personal Growth Orientation

Positive Approach
Sharing Responsibility (Delegating)
Strategic Influence

Physical Demands

Physical Demands List	Frequency
Sit	Constant (67-100%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Occasional (11-33%)
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Seldom (1-10%)
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Frequent (34-66%)
Use close vision	Occasional (11-33%)
Use distance vision	Occasional (11-33%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Frequent (34-66%)
Work alone	Frequent (34-66%)
Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Frequent (34-66%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
Comprehension	**Frequency**
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	**Frequency**
Read and interpret data	Frequent (34-66%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Seldom (1-10%)
Organization	**Frequency**
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
Resilience	**Frequency**
Work under pressure	Frequent (34-66%)
Work for long periods of time	Occasional (11-33%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Never
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Never
Working with angry customers	Seldom (1-10%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.
○ Yes
⊙ No

On-call activities and frequency.

Work Location

The primary assignment for this position is:
○ Remote
⊙ Office Hybrid
○ On-Site
○ Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.