Title: Chief Innovation & Technology Officer

Reports to: Executive Director

Supervisor Responsibilities: Per Organization Chart

Department: 

Bargaining Unit: N/A

FLSA Status: Exempt

Job Code: 

Hours: Minimum of 7.5 hours per day. Must be able to work flexible and/or additional hours as mandated by library operational needs.

Pay Grade: 

Last Revised: 2021

**JOB SUMMARY:** This position reports to the Director and will set the vision, managerial, operational, and financial strategy for CPL for technology and use it to drive innovation internally and externally. Overall responsibility to define, develop and execute an end-to-end strategic roadmap for use of technology in the Cleveland Public Library. The CITO develops and matures partnerships with community partners to address digital equity goals in the communities where CPL serves. The CITO is also responsible for hardware planning and procurement, training and support, CPL specific software and platforms, branch and facility technologies and equipment. The CITO will direct, supervise and evaluate the functions, activities and performance of Information Technology department staff, vendors and consultants. This position is part of the Executive Leadership Team.

**JOB REQUIREMENTS:**

**Education:** Bachelor’s degree in Computer or Information Science, Technology Management, Information Architecture, Informatics, Data or a related field. Master’s degree preferred. Advanced knowledge through education, certificates or experience of information technology, systems, products and networking and delivery technologies; of principles of system design and of current and emerging developments in applications, electronic security and communications.

**Experience:**
Minimum of ten (10) years’ experience in leadership role in large, multi-dimensional organization, with a preference in public service, libraries or NGOs.
Minimum of ten (10) years of proven management experience applying effective management practices and principles including budget development, human resources management, purchasing and expenditure control, and project management related to IT.
Experience in innovation, change management and the ability to initiate transformational change.

**Technical Expertise:**
1. Leading a mid-sized organization or business unit is required. Proven ability to lead effectively across organization lines and produce measurable outcomes.
2. Experience managing a full life cycle portfolio of technical infrastructure, programs and services including desktops and mobile technology deployment, computation and storage, online and digital services and software development and deployment is required.
3. Experience initiating and leading transformational change. Experience modifying and adapting existing programs, services, policies and processes to anticipate and meet changing needs, priorities and expectations is required.
4. Working with community leaders, public officials, donors and other community stakeholders is required.
5. Experience managing budgets, resources and people is required. Demonstrated analytical and problem-solving skills. Governmental budgetary principles, practices and procedures preferred.
6. Experience working with boards of directors/trustees is preferred.
7. Experience in public library, public-sector, and a union environment is preferred.
8. Proficiency in MS Office or similar software is required. Relevant business management systems such as general ledger, HRIS, CRM, etc., is preferred.
9. Exceptional written and verbal communication skills, including presentation skills and experience in public speaking is preferred.
10. Exceptional oral and listening skills to persuasively communicate technical issues, strategy and agendas internally and externally is required.

Certifications: N/A
Driver License: N/A
Other License: N/A

OTHER EXPECTATIONS:
1. Attendance – Adhere to Library attendance and work schedule policies.
2. Collaboration – Establish and maintain cooperative working relationships. Work in a complex institutional structure requiring significant collaboration.
3. Communication – Read, understand, and communicate information and ideas presented in writing. Listen, understand and communicate information and ideas. Be an open communicator who inspires trust.
5. Initiative – Work independently with minimal supervision.
6. Diversity – Demonstrated ability to cultivate and advocate for an environment of diversity and inclusion. Work effectively with persons and communities from diverse cultural, social and ethnic backgrounds.
7. Positive and enthusiastic attitude – Be courteous, respectful, honest and responsive.
8. Quality of work – Effectively manage time to meet operation needs and desired outcomes and plan and organize the steps to implement new projects. Adhere to Library work rules, procedures and policies, and collective bargaining agreements.
9. Training & Development - Maintain knowledge of new trends and leading-edge technological advances in library systems and general business operations and best practices in the technology landscape
11. Teamwork – Work as part of a team, leading by example and promote intentional, fun and challenging teamwork. Be a Leader who seeks and sparks creative contributions from others.
ESSENTIAL DUTIES AND RESPONSIBILITIES:

Evaluation of this position is based primarily on performance of the following essential functions, which include, but are not limited to:

1. Responsible for the design, implementation and evaluation of the strategic and annual technology plan for patrons as well as business operations.
2. Develop and maintain the technology strategy, technology roadmap, standards, policies and solution governance for CPL – short term and long-range in coordination with CLEVNET.
3. Liaise with community partners to identify key areas where CPL can help bridge the digital divide and work to bring those ideas to fruition.
4. Understand and embrace public service, equity goals and strategies and be able to determine and articulate how technology can be effectively utilized to achieve and propel those goals and strategies.
5. Develop and lead the strategy for hardware, tools and platforms, partnerships and external relationships, driving the innovation agenda for CPL.
6. Develop overall technology direction for the entire CPL system, define target blueprints for Main, departments and branch resources and locations, applications and technology architecture.
7. Assess, develop and maintain a sustainable technological infrastructure that ensures successful customer (both internal and external) service levels. Develop and/or right size internal IT support including training, testing, planning, procurement, upgrades and replacements to enable internal resource’s ability to deliver against their roles and responsibilities.
8. Support internal staff, departments and CLEVNET in their goals to deliver a connected patron experience while meeting security and standards as required.
9. Serve as a technology consultant and liaison to management of functional departments on all technology matters, answer questions, evaluate needs, assist with procurements, monitor service and interdepartmental impacts, advise on problems, support technology education and understanding and ensure smooth conversion from existing automated systems to new and improved systems.
10. Develop a culture of innovation and a plan and budget to support research and development around CPL services and integration of various library business platforms in a cross divisional effort. Take the initiative in thought leadership, innovation and creativity as it relates to CPLs use of technology to deliver against its overall vision.
11. Prepare annual budget. Ensure efficiencies. Demonstrate fiscal accountability for department resources and the ability to achieve outcomes within allocated resources. Demonstrate an understanding of financial data and reports.
12. Serves as a member of the Executive Leadership Team.
13. Work collaboratively with other chiefs, directors and staff in the execution of plans and programs.
14. Direct and coordinate evaluation of department programs and services. Prepare reports/metrics on program/service performance and activities.
15. Oversee productivity standards and efficiency of staff and operating systems. Responsible for record and reporting systems.
16. Direct the day-to-day activities of a specified functional area of the Library in support of the organizational mission and goals.
17. Manage operations in functional area to stated objectives with regard to budgets, quality, service, expertise, efficiency and delivery.
18. Supervise staff in specified area, including hiring, training, professional growth, performance management, productivity, quality, service, discipline and terminations. Promote professional development through appropriate educational and organizational activities.
19. Establish, implement and oversee policies and procedures in specific functional area.
20. Prepare materials for and participate in committees and Board meetings.
21. Represent the Library on appropriate committees/collaboratives. Represents and promotes the library in a variety of venues, organization and activities within the community. Cultivates community partnerships and maintains high visibility in the community, foster relationships with community leaders, public officials, donors and other supporters of the library.
22. Perform other duties as assigned.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

1. The library environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
2. The noise level in the work environment is usually quiet to moderate.
3. This position is performed in an office setting although frequent offsite meetings in various settings occur.
4. There is no set schedule for this position due to the requirements to attend meetings and events before or after normal workings hours and occasionally on weekends and evenings.
5. Lift light objects less than 20 pounds and carry them short distances 20 feet or less.
6. Remain in a standing position for extended periods of time while performing a variety of tasks.
7. Perform repetitive hand, arm, and body movements.

**ACKNOWLEDGEMENT:**
The above statements reflect the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a comprehensive listing of all the work requirements that may be inherent in the job.

I understand that the Cleveland Public Library is a non-hostile and non-discriminating work environment, and I will always adhere to the respectful conduct and language. I understand that the Library expects all employees to follow policies/procedures of the department and rules and regulations of the Library.

My signature below signifies that I have reviewed my job description and that I am aware of the contents and the requirements of the positions.

**Employee Signature:**

**Date:**