Job Description

Working Title: Chief Technology Officer	**Job Code:** S10260	**Reports To:** Assistant Director, Chief Information Officer
Job Code Descr: Cloud Solutions Architect		**Position Number/s:** SRV000000490
Division/s: Support	**Department Name/s:** Operations Support/Architecture Unit	**Law Enforcement:** Yes
Pay Schedule/Grade: AREG 31	**FLSA Status:** Exempt	**EEO Class:** First/mid-level officials and managers
Prepared By: R Samra / J Brown	**Approved By:** J Brown	**Last Update:** 2/16/24

Position Summary:

The Chief Technology Officer (CTO) is responsible for developing, communicating, and driving the execution of the technical roadmap for the Arizona Department of Revenue (ADOR) in alignment with the mission, vision, strategies and broader goals of the agency. The CTO ensures that technologies are used efficiently, economically and securely; evaluates and implements new applications, systems and infrastructure; oversees and helps shape the SDLC and DevOps processes and practices; and applies a continuous improvement/LEAN approach to addressing technological needs and issues across ADOR in service of Arizona Taxpayers. The CTO also leads the ADOR IT architecture function, guiding teams to make key design/architecture decisions, develop and approve technical standards, and conceive, test, and implement team topologies for a continually effective and streamlined architecture function.

Supervision:

This position oversees a team of supervisory and non-supervisory direct reports (employees and contractors) totaling 5 to 10 team members

Essential Functions:	% of Time	Essential/ Non-essential

<u>Leadership</u>
Working in partnership with the Executive Leadership Team, develops and executes the enterprise-wide technology plan for the Agency in alignment with enterprise objectives to drive organizational value. Partners with Assistant Director and other Division DADs in creating operational objectives relevant to their Division/Districts/Offices.
 	
With a focus on leadership, mission, vision, culture, strategy, best practices and continuous improvement, performs the following:
● Leads and directs the planning, design, scoping, functional analysis, development, implementation, and support of ADOR's technology solutions including:
  - Architecture
  - Software Engineering
  - Quality Assurance & Testing
  - Security
  - Technology Operations
	20%	E 1, 2, 3, 4, 5

• Ensures that technical, quality standards are enforced throughout the IT department, and compliance with all federal, state, local, and other applicable regulatory and/or program requirements to include audit readiness. • Leads and directs the technology resource planning and allocation for optimal capacity, utilization, and performance. • Has budget, finance and procurement responsibilities including: - Provides input to the Assistant Director/Deputy Director for a single and multi-year budget for one time and ongoing expenditures. - Engages with the Budget Office for monthly ongoing monitoring, maintaining and revising budget spending plan forecasts. - Adheres to the Arizona Procurement Code by working under the guidance of the Procurement Office for any and all procurement related activities. - Engages with Financial Services to ensure unit/district/division is complying with the State of Arizona Accounting Manual policies e.g. ensuring invoices are paid in a timely manner per A.R.S. § 35-342.		
Talent Management In collaboration with executive leadership and Talent, develops and executes a plan for retaining and developing talent to meet current and future business objectives to include: • Engaging in performance management calibration and talent review evaluations • Collaborating with direct reports on their professional development and growth • Inspiring staff to continue to build their skill and craft while keeping ahead of the curve for the future challenges • Training, mentoring, and coaching employees • Assisting with developing leadership succession plans for the department	10%	E 1, 2, 3, 5
Supervisory Carries out supervisory responsibilities in accordance with ADOR's core values, agency policies, applicable standard work, and applicable laws. Responsibilities include: • Actively participating in the interviewing and hiring processes and ensuring successful functional onboarding of new employees • Planning, assigning, coordinating and overseeing daily work of direct reports in alignment with strategic, operational, and tactical priorities of the organization • Conducts regular one-on-one meetings providing constructive, balanced, regular performance feedback, coaching and mentoring • Setting reasonable stretch performance goals and conducting mid-year and annual performance appraisals • Recognizing and rewarding performance excellence, culture championship, and continuous improvement efforts • Communicating and enforcing agency policies and programs • Applying corrective action, addressing complaints and resolving problems in a timely fashion, involving and collaborating with leadership and Human Resources as appropriate	10%	E 1, 2, 3, 5
Functional/Operational *Carries out the following duties personally and through subordinate staff*		

Technology Management	15%	E 1, 2, 3, 5
● Develops plans and sets timelines for evaluation, development, and deployment of technology solutions and services; reviews timeframes and budgets ● Establishes software development and deployment processes, sets measurable objectives for the processes ● Establishes and monitors KPIs and IT budgets to assess technological and team performance ● Ensures technology standards and best practices are defined, established, and met ● Ensures quality assurance and data protection processes, integration and system tests are in place ● Oversees system infrastructure to ensure functionality and efficiency ● Guides and oversees the instrumentation and monitoring of systems and services through the implementation of appropriate tools and processes ● Maintains network security with IT team ● Coordinates workflow across the broader IT department ● Develops and implements disaster and emergency recovery plans ● Ensures the agency's technological processes and services comply with all requirements, laws, and regulations		
Technology Business Partner, Advocate & Change Champion	10%	E 1, 2, 3, 5
● Uses stakeholders feedback to inform necessary improvements and adjustments to technology ● Collaborates with division and district heads, production, and operations as an advisor on all technologies involved across the agency ● Identifies opportunities for innovation through novel use of contemporary and emerging technologies ● Continually optimizes the agency's technology ecosystem for effective and efficient use ● Discovers, tests, and implements new technologies that yield competitive advantage		
Agency/Department Compliance & Continuous Improvement	20%	E 3, 5

● Remains current on all laws, regulations, policies, and best practices related to taxation through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities.
  ○ Studies current and new industry trends, technologies, software development, and information processing systems to evaluate effectiveness and makes recommendations for improvement
● Actively contributes to team and individual effectiveness through the following: -
  ○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated
  ○ Completes all required training in a timely manner.		

○ Participates in assigned work teams as appropriate. ○ May complete periodic metrics, projects, huddle boards and reports as requested. ○ Prepares for and actively participates in 1:1 coaching with supervisor ● Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned.		
<u>Projects Engagement</u> Engages as project leader, project business lead, and SMEs as applicable to ensure the successful execution of all mandated and non mandated projects.	10%	E 2, 5
<u>Miscellaneous</u> ● Represents the agency in meetings, conferences and networking events ● Other duties as assigned	5%	NE

Requirements

Education & Experience
- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a relevant degree from an accredited college or university such as Master's Degree (e.g., M.S.), training, coursework, and work experience relevant to the assignment.
- Minimum of eight (8) years' experience in a software development role, information technology role, or related field
- Minimum of five years in management or leadership role
- Demonstrated experience with tools and technologies relevant for a technology & software engineering organization/department such as in the follow disciplines and areas:
  - o Databases e.g. Oracle, Microsoft SQL Server, MySQL, MongoDB, Azure SQL
  - o Programming Languages e.g. DotNet, C#, Java, JavaScript, Python
  - o Development Frameworks and Libraries e.g. JQuery, Angular, Vue.JS, Node.JS, React
  - o Development Tools e.g. Visual Studio IDE, Eclipse IDE, Git, GitHub
  - o Testing & Quality e.g. Selenium, SoapUI, Postman, Cucumber, Cypress, JUnit/NUnit, JMeter, Sonarqube
  - o WorkItem Management e.g. Jira/AzureDevOps and CD/CD tools e.g. Azure DevOps, Jenkins, GitLab, TeamCity

Licenses & Certifications
None

Knowledge/Understanding
- Knowledge of technological trends to build strategy
- Understanding of budgets and business-planning

Skills
- Excellent verbal, written, and listening communication skills
- Effective organization and time management skills with the ability to manage multiple projects simultaneously and work in high-pressure situations
- Effective interpersonal skills and demeanor
- Proficient in the use of a PC in a Windows environment; in the use of the Internet; in the use of MS Office Applications such as Outlook, Word and Excel, PowerPoint; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive.

Abilities
- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to work with a high degree of autonomy and also participate collaboratively as part of a team
- Ability to conduct technological analyses and research
- Ability to build, motivate, engage, develop/grow, and retain a high performing team
- Ability to understand and solve problems by applying advanced analytical skills to include collecting, integrating and analyzing all relevant data and information and reduced that information down to manageable components and/or charts, diagrams or graphs; identifying a number of solutions to complex problems integrating findings from several different disciplines, identifying and evaluating the various options developed and selects the most effective solution; drawing logical and objective conclusions from the data and validates them as the prime cause and contributing causes; identifying a number of solutions to the problem by identifying and evaluating the various options developed and selects the most effective solution.
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another

Additional Job Demands
- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- No substantial exposure to adverse environmental conditions (such as in typical office or administrative work.)

Selective Preferences
- Degree in Computer Science, Engineering or a related field; MBA or other relevant graduate degree
- Working knowledge of Public Cloud platforms (Microsoft Azure, Amazon AWS, Google GCP)