

**Office of the New York State Attorney General
Division of Administration**

Position	Chief Information Officer
Reference No.	DOA_CIO_TRO
Location	Information Technology Bureau 200 Broadway Troy, NY 12180 Or 120 Broadway New York, NY 10271
Salary	Commensurate with experience
Grade	NS
Additional Salary	Non-Civil Service
Work Hours	8:30 a.m. – 5 p.m.
Work Days	Monday - Friday
Employment Type	Full Time
Travel	20%
Application Due By:	Open until filled

The Office of the New York State Attorney General (OAG) is seeking to hire a Chief Information Officer. The CIO is responsible for all enterprise wide IT activities, including IT strategy, IT investment management and governance, infrastructure and architecture, application development, reengineering business processes, networks, outsourcing, and computer and auxiliary operations and support. S/he tracks a broad range of emerging technologies to determine their maturity and applicability to OAG enterprise, assesses the relative impact of emerging technology to strategic business needs and interprets their meaning to senior OAG leadership team. S/he will lead overall business technology planning, bringing a current knowledge and future vision of technology and systems as related to OAG's strategic direction.

Critically, the CIO must have managerial and leadership experience managing multiple large, cross-functional teams or projects influencing senior managers and stakeholders. S/he must understand OAG's core IT competencies and the value they bring to business processes for a competitive advantage, and be able to effectively communicate with internal and external customers to ensure continuous customer satisfaction. In partnership with the executive team, the CIO must determine long-term enterprise wide information needs, develop overall strategy and implement effective governance for technology-enabled business solutions, systems development and hardware acquisition and integration.

The CIO reports to the COO and briefs the COO as well as executive staff on IT strategy, IT operations (includes all aspects of running the IT organization including financial management, HR, performance management), the status of IT initiatives (including business value, net present value and outcomes of initiatives) and daily activities. Under the CIO's leadership, the

Information Technology bureau has the unique responsibility of supporting New York State's largest law firm, its many and varied initiatives, and its multiple locations and platforms.

Under the State Constitution, the OAG is responsible for defending the State in litigation and other legal matters. The Attorney General also serves as the chief guardian of the legal rights of the citizens of New York, its businesses and its natural resources. The OAG is a high-profile agency recognized as a national leader in investor protection, labor rights, personal privacy, public safety and criminal law enforcement.

MAJOR RESPONSIBILITIES

1. The CIO oversees an annual operating budget of over \$15 million and a \$10 million capital budget.
2. Oversees the various IT sections (e.g., Operations, Application Development, Client Services) to ensure proper coordination of activities related to daily operations and services as well as the implementation of new initiatives and execution of projects. IT consists of over 80 professional staff divided between upstate and downstate regions and supports approximately 1,800 employees across 20+ sites, as well as independent contractors, systems integrators and consultants.
3. Develops and maintains the IT Strategic Plan through regular review and refresh. Provides insight and technical expertise in the design, development, and implementation of new technologies and IT services in accordance with the objectives of the IT Strategic Plan.
4. Ensures adoption and adherence to industry best practices and methodologies related to areas such as change management, software development life cycle, service management, etc.
5. Ensures adequate IT Risk Management. Oversees the development and maintenance of IT security, business continuity and disaster recovery plans as well as agency-wide IT policies and protocols.
6. Implements effective agency-wide governance and portfolio management. Assists in advocating, promoting and/or mediating the agency's various IT priorities where there are conflicting demands, needs, interests, etc. among the various agency division heads.
7. Partners with all internal IT stakeholders, including executive leadership, division and bureau chiefs, criminal/investigatory teams and Medicaid Fraud Control Unit. Effectively communicates and provides transparency of IT initiatives and business value outcomes.
8. Plays a leadership role within the organization and represents the office at various external and industry initiatives.

9. Measures and reports on IT performance. Continuously improves in relation to industry benchmarks and best practices.

QUALIFICATIONS

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration or related field, or equivalent work experience.

The successful candidate must possess exceptional technical, management and communication skills with experience in the planning, development and deployment of large business-driven technology projects. Substantive and proven experience leading a customer-focused IT management in an organization of comparable size and complexity to the Office of the Attorney General with enterprise-level experience in operations, IT security, network infrastructure, applications development, and client support. Exceptional problem-solving, project management, strategic planning, and crisis management skills are required. Experience leading bimodal organizations that ensure mission critical operational continuity is maintained, while developing innovative new approaches in government, law enforcement and/or legal services preferred. Candidates should have experience coordinating vendor procurements and implementing innovative IT solutions. A criminal background check is required.

COMPETENCIES

Leadership

Team Leadership: Develops, directs, coaches, mentors, and reinforces team members in line with the mission, vision, values, goals, and performance standards of formal and informal teams. Encourages and facilitates cooperation and results-orientation. Fosters an environment of collaboration. Inspires, motivates, and guides team members. Fosters commitment, team spirit, pride, and trust. Allocates team roles and accountabilities.

Empowering Others: Supports individuals to take appropriate accountability for their work. Provides the information, training and resources necessary to enable individuals to make expedient, practical decisions that impact the performance or success of an event or project.

Accountability: Clearly defines mutual expectations of self and others. Takes appropriate actions to ensure obligations are met. Revises standards in response to change.

Governance: Leads partnership with OAG executive leadership team for facilitated decision-making on IT project and portfolio management prioritization.

Business Ethics: Makes responsible choices in directing others and taking personal action. Demonstrates consistency with honesty, trust, integrity, corporate values and legal standards necessary to achieve business objectives.

Service Delivery

Achieves Results: Focuses on achieving results and exhibits a sense of urgency and timeliness for improving IT services, without sacrificing quality. Gives attention to those activities that contribute the most to results and utilizes and deploys resources effectively.

Change Advocate: Identifies and acts upon opportunities for continuous improvement. Encourages prudent risk-taking, exploration of alternative approaches, and organizational learning. Demonstrates personal commitment to change through actions and words. Mobilizes others to support change through times of stress and uncertainty.

Financial Management: Applies financial principles in managing IT's financial resources and closely partners with OAG's CFO. Analyzes/interprets financial results, prepares and tracks budgets, budget variances, and creates financial reports. Prepares and controls financial plans.

Strategic Relationship: Involves Executive Deputy Attorney Generals and bureau chiefs in defining strategic expectations. Integrates technology strategy into OAG division's long-range plans. Identifies opportunities that add long-term value. Contributes to cross-functional strategic planning and assesses risks and benefits of forecasts. Participates in creating client strategies that assist them in achieving their primary objectives.

IT Performance Measurement: Develops strategic measurement framework to track IT contribution to OAG goals, including balanced scorecard of metrics for project delivery performance, IT service delivery, customer satisfaction, and other appropriate efficiency and effectiveness indicators.

Understanding the Environment: Analyzes environmental factors and drivers (sociological, economic, political, organizational, competitive and technological) that impact decision-making and planning.

Technical Background

Experience managing a complex IT environment, including (but not limited to):

- Strategic Planning- Develops plans that meet the architecture/technology needs of the organization. Incorporates business priorities, strategies, goals, emerging technologies, industry trends, and economic viability.
- Operations – Network operations such as operating systems, directory services, server hardware, virtualization technologies, storage area networks, on-premise and cloud services, backup solutions, etc.
- Network – Strong understanding of network cabling infrastructures, routing, firewalls, intrusion detection/prevention, TCP/IP protocol, and hardware
- Development – Background in applications development, n-tier architectures, development environments/toolsets (JDeveloper, TOAD), software development lifecycle, quality control methodologies, and databases (Oracle, MS SQL)
- Security –Technology-related security principles and practices as well as a background in the creation and maintenance of policies and procedures
- Digital Services – Experience working with innovation, digital strategy for enhancements and new functionalities across multiple platforms, including mobile devices

- Innovation & analytics: Experience assessing novel ideas and insights, implementing and promoting strategic, open innovation and tools that support robust government-citizen engagement, including analytics, APIs, data visualization tools, GIS and other tools

Character and Behavior

- **Organizational Change Management:** Plans and organizes change using change management tools, processes and techniques. Integrates human capital management practices into changes in business processes and technologies. Prepares for and empathizes with people's reactions to change. Identifies and plans ways to overcome barriers to successful implementation.
- **Results Orientation:** Sets and accomplishes challenging goals. Defines standards in terms of doing what is appropriate and doing it well. Competes resourcefully and takes calculated risks to achieve results.
- **Self Confidence:** Accomplishes his/her own work and overcomes setbacks. Makes sound decisions, takes risks and takes responsibility for his/her actions regardless of outcome. Sets a vision and creates the environment for success. Creates productive working conditions. Provides guidance and clear direction. Communicates with confidence and assertiveness.
- **Strategic Thinking:** Examines issues and creates plans with a long-term perspective. Generates ideas and critically evaluates future scenarios. Applies external and internal factors to strategy development. Considers long term strategic impact when making decisions or setting direction. Ensures that short-term goals support long-term strategy.

Candidates from diverse backgrounds are encouraged to apply. The OAG is an equal opportunity employer and is committed to workplace diversity.

Applications are being received online. To apply, please click on this link: [DOA CIO TRO](#); applicants will be taken to the online application page for this position.

Applicants must be prepared to submit a complete application packet consisting of a cover letter, resume and a list of three (3) references with their contact information and email addresses. ***Please note: Failure to submit a complete application will delay the consideration of your application.***

For questions about a position with the OAG, the application process or assistance with submitting your application, please contact the Legal Recruitment Bureau via email at recruitment@ag.ny.gov or telephone at 212-416-8080.