STATE OF NORTH CAROLINA invites applications for the position of:

Chief Information Officer

**JOB CLASS TITLE:** IT Director III

**POSITION NUMBER:** 60088219

**DEPARTMENT:** State Board of Elections

**DIVISION/SECTION:** Information Technology

**SALARY RANGE:** $113,817.00 - $184,410.00 Annually

**RECRUITMENT RANGE:** $109,935 - $151,161

**SALARY GRADE:** IT13

**COMPETENCY LEVEL:** Not Applicable

**APPOINTMENT TYPE:** Permanent Full-Time

**WORK LOCATION:** Wake County

**OPENING DATE:** 05/17/22

**CLOSING DATE:** 06/07/22 5:00 PM Eastern Time

**DESCRIPTION OF WORK:**

**RECRUITMENT RANGE:** $109,935 - $151,161

**Description of Agency:**
The N.C. State Board of Elections is the statewide agency that supervises elections administration, enforces campaign finance requirements, and conducts associated investigations. The State Board ensures uniform implementation of state and federal election laws and appoints local officials serving on county boards of elections. The Board is composed of five individuals appointed by the Governor from lists of nominees submitted by the chairs of the two political parties having the highest number of registered affiliates. Agency staff are civil servants subject to the State Personnel Act.

**Description of the IT Division**
Information Technology operates as a Division of the State Board of Elections (the agency). The mission of Information Technology (IT) is to support and strengthen the Election’s business divisions by providing central services and infrastructure for state-wide access to information resources and technologies for all election officials. The Department of Homeland Security has designated elections as critical infrastructure with priority cybersecurity support under the National Infrastructure Protection Plan. The agency administers and maintains secure administration of elections in North Carolina. To this end, the agency requires a tactical and nimble IT practice. The purpose of IT is to research, advise, procure, implement, and support the agency’s business functions through the use of technology.

**Description of the Position**
The primary purpose of the Chief Information Officer (CIO) is to develop strategic and tactical plans to facilitate and coordinate the delivery of technical services for the conduct of elections in North Carolina. This position serves as member of the executive team reporting directly to the Executive Director of the agency. In this role, the CIO recommends, creates, and/or implements information technology strategies, policies, and procedures by evaluating organizational outcomes, identifying problems, evaluating trends, and anticipating requirements. Maintains technical competence for information technology solutions including their integration and interaction for other systems. The enterprise oversight of IT organizational units include: Application Systems Development and Support, Data Analysis/Administration and Voting Systems Technology, Infrastructure/Networking, and IT Project Management. Continuously learns about new technology and related solutions and acts as an agency IT thought leader on technology matters with the ability to identify and recommend the current best technology to meet the agency’s needs.

**Department Management**
- **Application Systems Development and Support**
The CIO is responsible for the agency’s Application Systems Development and Support Department. The department is comprised of developers, testers, business analysts, and software support staff. This department develops, upgrades, and maintains software solutions that coordinate campaign finance filings, statewide elections activity, voter registration, and election results reporting. This work requires sophisticated application development that involves the use of modern cloud computing, horizontal and vertical scalability, and best-in-breed security practices. The department is also responsible for the interconnection of in-house to in-house and in-house to external based software solutions.

- **Data Analysis/ Administration and Voting Systems Technology**
The CIO is responsible for the Data Analysis/Administration and Voting Systems Technology Department. The department comprises a cross-functional team of data analysts, database administrators, database developers, geospatial specialists, and voting systems specialists. The department is accountable for database management and strategic data analytics by developing, designing, and supporting enterprise-wide database solutions, election data audits, statistical models and insights, data visualizations, and business intelligence tools for solving complex business problems in a fast paced, collaborative and iterative analytical environment. This department is also responsible for the ongoing use and support of the voting systems technology including certification, maintenance, and programming of contest and election definitions, ballot coding, and logic and accuracy testing procedures.

- **Infrastructure/Networking**
The CIO is responsible for the agency’s Infrastructure/Networking Department. The department is made up of teams responsible for storage, servers, networking, and desktop/user support. The department is tasked with ensuring that the agency’s large and complex network is properly planned, implemented, and maintained so that outages and service disruptions are minimized. The team builds, improves, and sustains the entire network from maintaining two server rooms, physical hardware, and virtual infrastructure in the cloud to software and user/desktop support. The role requires interfacing with the NC Department of Technology (DIT) on certain technology aspects in order to ensure proper agency operations. The role is responsible for the successful operation of both agency and external technology solutions.

- **IT Project Management**
The CIO is responsible for the IT Project Management Organization (PMO). The PMO is responsible for establishing and maintaining project governance, project performance management, schedule management, financial management, risk, issue and scope management, resource management, communications management, and supplier management for the implementation, development, and/or modification of the campaign finance, voter registration, and election management systems as well as other technology projects for the agency.

**Administration & Leadership**
- **Policy & Procedure Management**
  - Creates and implements IT policies, protocols and standards; contributes to the development of guidance and directives given to the county boards of elections.
• Provides input on agency level policies, procedures, and strategic planning from an IT perspective.
• Assists with legal, legislative, and policy-making discussions around IT policies as a subject matter expert as required by the agency or legislature; may be called upon for testimony in legal proceedings.
• Ensures compliance with state and federal acts requiring data management or other IT procedures, including but not limited to National Voter Registration Act (NVRA) and Help America Vote Act (HAVA).
• Coordinates with county IT directors to establish county and state IT governance alignment.
• Actively engages with IT partners from state and county entities to implement industry best practices.

- **Budgetary Management**
  • Works with upper management and senior IT staff to develop and administer the IT department budget.
  • Communicates with other executives regarding costs, value, and risk-potential of new IT projects.
  • Adheres to state and federal grant regulations.

**IT Procurement and Vendor Management**
• Negotiates contracts with IT vendors, contractors, and service providers.
• Creates policies and procedures around vendor management, including Service Level Agreement (SLA) standardization, and other contractual norms, based on state and federal standards.
• In collaboration with Security manages risk-based processes for the assessment and mitigation of any information security risks associated but not limited to supply chain partners, vendors, customers, and other third parties.
• Approves all IT purchases and assists the Chief Operating Officer (COO) in efforts to facilitate and assess all IT procurement efforts for the agency.

**KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:**

The CIO must be a creative problem-solver with strong technical expertise and leadership skill. Must be nimble and capable of adjusting to a fast-paced environment. The successful candidate must possess the following proven skillsets, knowledge, and/or abilities:

**Strategic Leadership:**
• Ability to direct research, development, and implementation of new technologies. This can involve building the agency’s digital platform and adjusting the organization’s operating model to take advantage of technical synergies, new opportunities, and shifts within the technology sector.
• Ability to demonstrate vision and proactively forecast and implement for organizational success through the formation of technical goals into operational plans.
• Ability to weigh alternatives and consequences to make informed decisions on long-term operational issues.
• Excellent interpersonal, communication, and writing skills combined with a proven ability to strategize, plan, and collaborate with teams and staff with diverse levels of technical expertise. Including communication of complex technical material in a manner that all can understand.
• Experience with leading and participating in application and infrastructure support processes for high profile, mission critical applications.
• Experience in developing and building relationships with senior level executives, vendors, and technology experts, including internal and external partners.

**Technical / Professional Knowledge:**
• Ability to plan and implement solutions with various technologies, systems, and software, while effectively comprehending their interrelationships, functionality, communications, and
Must have an understanding of both legacy and modern programming languages and software development lifecycle techniques.
- Ability to guide staff at a leadership level on creation and implementation of technical roadmaps that support development activities.
- Possess a deep understanding of modern databases and information system technologies.
- Practical and current knowledge in the management areas of this role with the ability to support staff at a programming and data science level in agency relevant languages and systems; ability to directly contribute to at least one management area.
- Understanding of and ability to work in cloud-based environments.

Planning and Organization:
- Understanding of how to coordinate and implement short-term and long-term project planning for research/development projects, including competent resource and personnel allocation.
- Understanding of subject matters areas and can, as needed, make significant changes in the organizational structure, methods, and procedures to respond to new goals and programs.
- Ability to plan for utilization of staff, space, equipment and other resources.
- Ability to develop or ensure the development of, and gives final approval to rules, standards, guidelines, and policies governing quality and quantity of work.
- Highly-focused attention to detail.
- Ability to occasionally work an irregular schedule to accommodate periodic system updates/upgrades, maintenance and/or emergency needs.
- Ability to be available for and properly plan staffing and resource needs that ensure adequate coverage of all IT systems and services during an election cycle.
- Ability to work with staff to ensure proper uptime of agency resources based on agency requirements.

Management and Staff Development:
- Ability to manage and develop employees' variety of skills necessary to meet the objectives of organization.
- Proven ability to implement a performance plan and monitor the completion of objectives.
- Ability to supervise, plan, and direct the work of all subordinate personnel.
- Superb service mentality that is instilled with staff and delivery of work.
- Inclusive leadership style that aligns employee expectations with the agency's strategic plan.
- Ability to manage staff working in remote, hybrid, and in-person environments.

Management Preferences
- Demonstrated programming or data science experience.
- Strong understanding of PII/data privacy best practices.
- Willingness to serve on state or national task forces.
- Ability to travel up to 10% for state and national conferences.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Bachelor's degree in computer science or an IT related field from an appropriately accredited institution and six years of progressive experience in the field of Information Technology which includes at least three years managerial experience; or Associate degree in computer science or an IT related field from an appropriately accredited institution and seven years of progressive experience in the field of information technology which includes at least three years of managerial experience; or an equivalent combination of education and experience.
SUPPLEMENTAL AND CONTACT INFORMATION:

All applicants must complete and submit a State application for employment using the NEOGOV Online Job Application System (http://www.oshr.nc.gov/jobs/) for the State of North Carolina. To receive credit for your work history and credentials, you must list the information on the online application form. Any information omitted from the application cannot be considered for qualifying credit. Attached or incorporated resumes (including Text Resumes on application form) WILL NOT be used for screening for qualifying credit. Please make sure you complete the application in full. "See Resume" or "See Attachment" will NOT be accepted. Other attachments (except a DD-214 copy) will also be accepted, but not used in screening for qualifying credit. Applicants are required to scan and attach a copy of their DD-214 (Form 4 or Certificate of Release or Discharge from Active Duty) or discharge orders if they wish to obtain Veteran’s preference. Applicants maybe subject to a criminal background check.

Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. To check the status of your application, please log in to your account and click "Application Status". It is not necessary to contact the Human Resources Office to check the status of an application.

If you are having technical issues submitting your application, please call the NEOGOV Help Line at 855-524-5627. If there are any questions about this posting, other than your application status, please contact the Board of Elections Human Resources Office.

CONTACT INFORMATION
NC Board of Elections
Human Resources Management Office
430 N. Salisbury Street
Raleigh, NC 27603
Phone: 919-814-0700

APPLICATIONS MAY BE FILED ONLINE AT:
http://www.oshr.nc.gov/jobs/index.html
Position #60088219-05172022
CHIEF INFORMATION OFFICER
SC
NOTE: Apply to the department listed on posting
An Equal Opportunity Employer, NC State Government
noreply@nc.gov

Chief Information Officer Supplemental Questionnaire

* 1. Does your application reflect six years of progressive experience in the field of information technology and at least three years of IT managerial experience? (Please note that experience must be fully documented on your application. "See Resume" is not sufficient.)
   □ Yes  □ No

* 2. How many years of experience in software/application development does your application reflect?
   □ None
   □ Less than 2 Years
   □ 3 - 5 Years
   □ Over 5 Years

* 3. How many years of experience in database administration does your application reflect?
☐ None
☐ Less than 2 years
☐ 3 - 5 years
☐ Over 5 years

* 4. How many years of experience in IT infrastructure/network management does your application reflect?
☐ None
☐ Less than 2 years
☐ 3 - 5 years
☐ Over 5 years

* Required Question