

# Community Action Partnership of Central Illinois JOB DESCRIPTION

**POSITION:** Chief Technology Officer  
**SUPERVISOR:** Chief Executive Officer

**WORKSITE:**  
**CLASSIFICATION:**  
*Annual Wage Range:*

Corporate Office  
V - EXEMPT  
\$32,094 - \$74,880

## SUMMARY OBJECTIVE

The Chief Information Officer (CIO) is responsible for effective and efficient use of CAPCIL's data and technology by implementing innovative solutions. The CIO manages all IT functions and requests. Under direct supervision of the Executive Director, the CIO will work closely with the CFO, COO, and Department Directors to improve the agency's daily operations and achieve the departmental and Agency goals. The CIO shall serve as a member of the CAPCIL Leadership Team, with responsibility for all IT issues that may arise within the agency. He or she is responsible for staying abreast of emergency technologies that can improve the IT wellness and performance of the Agency. The CIO will actively work with Department Directors and other Chief leadership personnel to create and implement IT policies, protocols and standards, building operationally efficient and effective processes as the means to get there. He or she will ensure that IT department strategies and processes provide appropriate support Agency-wide. The CIO will also oversee any and all contract negotiations with IT vendors, contractors and/or service providers. The Officer will hold a seat on the Risk Management Team and have a reporting responsibility to the Board.

## STRATEGIC RESPONSIBILITIES:

- Develop the technical aspects of the Agency's strategy to ensure alignment with Agency goals
- Discover and implement new technologies that yield optimal efficiency and effectiveness in both the Agency's strategic planning and daily operations.
- Work closely with the Department Directors to research, plan and create training plans for staff members to best execute the use of Agency technology.
- Supervise systems and their technological infrastructure to ensure full functionality and alignment with Agency data, security, and IT strategy.
- Establish a plan for building quality assurance and data protection processes.
- Work with funding sources in efforts to optimize and integrate Agency technology to improve the technical relationships between state/federal databases and Agency data collection and storage tools
- Work directly with the CFO to monitor and make recommendations that help the Agency and individual departments to stay within budget with regards to the technology investments and maintenance required to execute departmental duties.
- Utilize stakeholder feedback to provide necessary improvements and make adjustments to the technology used.
- Communicate technology strategy to staff, funding partners, and other community partners.

## OPERATIONAL RESPONSIBILITIES:

- Handle all website management with the assistance of the Agency Development Director to ensure consistent and professional branding. This includes creating an automated tool for staff requests to make changes; executing the changes; conducting quarterly refresh on content and functions.
- Serve as primary administrator for CAP60. This includes trouble-shooting all technical issues with staff prior to escalations to CAP60; completing the Program Design for all new program

additions in collaboration with the Department Directors; updating existing program designs in collaboration with the Department Directors; managing programmatic roll-overs for each department according to their program years; updating and maintaining the reporting module for Agency reporting purposes.

- Build and facilitate procedures in the HR onboarding process to properly assess and train new staff members in all tools and technology that are used in the course of executing their daily responsibilities.
- Maintain and ensure proper functionality of all Microsoft 365 products for Agency purposes. This includes building, maintaining, and repairing SharePoint lists and libraries; resetting staff passwords; updating distribution

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lists for groups as new members are added/separated; ensuring the proper functionality of the Teams

applications, calendars, forms and all other applications available to staff in Microsoft 365 suite.

- Manage the Grow ME administrative application. Includes working with Developer to maintain content, update broken links, enhance reporting features, and add new users.
- Responsible for the maintenance of and functional engagement of the Productivity Tools in CAP60: Client Kiosk, Auto-dialer, electronic signature capture, and barcode scanners.
- Responsible for making procurement recommendations and decisions on computer hardware, software, VOIP Phone systems, copiers, and any other broadly used tools or technology used by the Agency.
- Manage all IT Service requests for staff, appropriately escalating technology problems to developers and services providers as needed.
- Assist Department Directors to create and automate SharePoint list that are used in their daily operations. For example (HR) Travel and Training requests, (Operations) Service Requests, (HR) Handbook acknowledgements, (Programs) Professional Development Plans etc.

### KEY PERFORMANCE INDICATORS:

Outcome	Performance Indicator	Measure and Tool	What does Good Look Like?
IT Service Requests are addressed and completed in a timely manner.	Number of business days from request to start of resolution.	IT Service Request list in SharePoint	2 business days to start resolution. <b>AND</b> 15 days to complete request or enter action plan with new deadline established.
Website is regularly updated with fresh, current, and accurate content.	Variance from quarterly deadline for content refresh	SharePoint Task list with Approval Flow for all Department Directors.	100% of Department Directors "Approve" of the Web content/refresh within 5 business days of Quarterly deadline for refresh
Program Design and rollovers will be completed in CAP60 within 1 week of the start of new Program year	Time variance of Design and rollovers	CAP60 Administrative updates in Program Design and Rollover tabs	Programs and all rollovers will be complete in CAP60 within 3 business days of the start of the new Program Year for EACH Program.

### QUALIFICATIONS:

1. Bachelor's degree OR ten-years' experience with IT, database management, or strategic management.
2. Advanced computer skills (MS 365, web-based applications, relational databases).
3. Excellent communication skills, both oral and written.
4. Proven experience in a supervisory or management role.
5. Experience with state, federal, local, and private grants.
6. Ability to work both independently and in a collaborative role.
7. Ability to tolerate frequent and unplanned change.
8. Ability to research and understand complex grant regulations and the desire to stay abreast of those changes.
9. Physical ability to lift up to 50 lbs.
10. Driver's license and insured vehicle is required for local and long-distance travel for training and internal auditing events.

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\_\_\_\_\_  
Signature of Staff Member

\_\_\_\_\_  
Date

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Signature of Human Resources Director

\_\_\_\_\_  
Date

No contractual or similar obligation is implied or inferred by this job description or the employment relationship.