

CHIEF INFORMATION OFFICER

Title: Chief Information Officer

Date: September 17, 2018

Department: Information Technology

Unit: 5210

Level: 12 – Exempt

Supervisor: Chief Executive Officer

Supervises: Deputy Chief Information Officer; Chief Information Security officer/Director Public Safety Systems; Director, IT Operations; Director, IT Financial Systems; Director, Passenger Information Systems; IT Budget and Contract Manager

Purpose: Establishes Information Technology (IT) strategy, organization and structure throughout the Authority to provide efficient, robust and secure information, telecommunications and security systems for employees and stakeholders, using Massport's facilities and systems.

I. ESSENTIAL TASKS OF THE JOB

A. Strategic Leadership

1. Creates a clear strategic vision for IT that supports business objectives, and can execute on that vision.
2. Establishes the mission of the IT organization to foster a business and customer oriented culture and mindset.
3. Demonstrates ability to build trust with others through a commitment to the highest ethical and professional standards.
4. Serves as a trusted advisor, building and maintaining relationships with other executives and business unit leaders to develop a clear understanding of business needs.
5. Ensures cost-effective and innovative delivery of IT services to meet those needs.
6. Collaborates with executive leadership and business partners to define and execute the digital business strategy.

B. Collaborative Competencies

1. Builds collaborative, synergistic relationships and business partnerships with employees, internal and external stakeholders; works effectively cross-functionally to achieve Authority-wide goals; maintains a positive and support team atmosphere; participates and leads productively in meetings and on teams.
2. Able to communicate an IT vision and strategy across all levels of the organization, and build consensus around key initiatives and projects with diverse partners.
3. Displays exceptional interpersonal and communication skills, both oral and written; able to articulate ideas to technical and non-technical audiences.
4. Exhibits excellent negotiating skills with internal customers and external service providers.

C. Workforce Development

1. Demonstrates ability to recruit, hire and motivate a diverse, high performing IT team that values transparency and accountability.
2. Demonstrates ability to develop a diverse IT workforce with the appropriate mix of business knowledge, technical skills and competencies that balance the needs between growing the agility required to achieve digital business objectives and ensuring the core IT functions are reliable, stable, and efficient.

D. Departmental Oversight

1. Oversees the administration of all departmental functions, including information systems development and support, infrastructure engineering and operations, technical support, information security and disaster recovery.
2. Responsible for systems analysis, programming, network operations, applications development, telecommunications and the Authority web site.
3. Oversees, directs and implement the establishment of major initiatives including schedules, assignments, allocation of staffing resources and equipment, project budgets and key performance indicators in conformance with policies
4. Reviews and analyzes reports and documents prepared by staff and prepares reports and records on departmental activities for Executive Director and Board of Directors.
5. Confers with supervisory personnel to obtain data required for planning department activities, such as new departmental commitments, status of work in progress, and problems encountered.
6. Assigns, or delegates responsibility for specific work or functional activities and disseminates policy to supervisory personnel.
7. Coordinates activities of department with activities of other departments to insure optimum efficiency and economy.
8. Evaluates current procedures and practices for accomplishing work of department to develop and implement alternate methods designed for improvement of work.
9. Oversees the work of contractors and consultants in the study, design, development, implementation, and maintenance of IT systems and related projects.
10. Directs and monitors applications and system performance, especially availability of systems, security, response time, network performance and capacity planning.

E. Develops and monitors the IT and Telecommunication operating and capital budgets.

1. Forecasts Massport's information system needs concerning hardware, software, and human resources staffing
2. Aligns investments in IT with strategic business objectives.

F. Establishes and facilitates the IT governance process

1. Drives development of Massport's technology policies and standards, governance processes and performance metrics to ensure IT delivers value to Massport
2. Oversees the development of effective control environment in support of end user computing productivity
3. Oversees IT response to internal and external audits

G. Coordinates with state and federal agencies such as TSA, FAA, DOT, ACI, AAE, and the Commonwealth of Massachusetts regarding technology and policy issues.

1. Represents Massport before outside agencies, organizations, and interdepartmental task forces and committees.

H. Responsible for Authority-wide IT security

1. Protects information assets from intentional or inadvertent modifications.
2. Provides direction for the physical protection of information assets.
3. Performs risk analysis and recommends security solutions.
4. Assures conformance to Sensitive Security Information (SSI,) Payment Card Industry (PCI,) and Personally Identifiable Information (PII) regulations.

II. SECONDARY JOB TASKS:

- A. Safeguards all Sensitive Security Information (SSI) in accordance with 49 CFR Parts 15 and 1520 and supporting Massport policies and procedures.
- B. Performs other duties as assigned.

III. JOB REQUIREMENTS AND QUALIFICATIONS

- A. **EDUCATION LEVEL:** Bachelor's Degree in Business Administration or Computer Science or equivalent professional experience required. An advanced degree in a related field, such as computer science, business (MBA) and/or engineering preferred.
- B. **EXPERIENCE:** 10-15 years of executive-level technical, management, and supervisory experience required.
- C. **UNIQUE EXPERTISE/CERTIFICATION/REGISTRATIONS:**

1. Proven goal-oriented, team-based, positive leadership skills.
2. Exceptional business acumen, analytical and problem-solving abilities.
3. Demonstrated experience with long-range information technology strategic planning methodology and techniques.
4. Demonstrated knowledge of theories, principles, and practices of information system, including advanced technology, cyber security, systems integration, state-of-the-art hardware, software and cloud-based systems.
5. Demonstrated knowledge of modern management theory, project management principles and application.
6. Knowledge of internet based applications and networking; preferably in a customer facing environment.
7. Experience in building a skilled, diverse workforce.
8. Experience in budget planning and controls.

9. Ability to pass Massport pre-placement physical, controlled substance screening, security and background checks.

D. WORK SCHEDULE: Ability to work Monday through Friday, 8:45 am to 5:00 pm. Ability to carry and respond to mobile communications device(s) seven days per week, 24 hours per day.