Division of Information Technology
Business Title: Chief Information Officer/Deputy Commissioner
Civil Service Title: Deputy Commissioner (Health) VI
Proposed Salary: $ 97,830.00 - $231,974.00 (Annual)
JOB ID#: 452606
Location: 42-09 28th Street, Long Island City, NY 11101

JOB DESCRIPTION

The New York City Department of Health and Mental Hygiene (DOHMH) is a world-renowned agency with a long tradition of protecting and promoting health in the nation's most culturally and linguistically diverse city. Our 7,000-plus team members bring an extraordinary array of languages, cultures and experiences to bear on the work of public health. Our diversity fuels creativity, because all perspectives are heard and valued. DOHMH aims to improve the health outcomes of all New Yorkers by centering persistent racial inequities and promotion of social justice at the core of its work.

We are currently seeking a Chief Information Officer/Deputy Commissioner (CIO) to join our award-winning, innovative technology team in revolutionizing public health IT and maintaining our IT organizational excellence.

The CIO is responsible for overseeing and managing the Division of Information Technology (DIT). Reporting directly to the Chief Operating Officer /Executive Deputy Commissioner (COO), the CIO will provide leadership and direction for a Division that includes more than 250 employees and an operating budget of over $27M annually. The CIO advises the Commissioner, the COO, and senior leadership on all information technology and information security initiatives and issues.

The Division of Information Technology (DIT) aims to align technology solutions with the DOHMH mission by prioritizing resource use and deploying innovations that facilitate the agency's day-to-day activities and enhance staff productivity and efficiency by using the latest technologies and enterprise wide application solutions in its groundbreaking work to promote and protect New Yorkers' health and improve DOHMH's business operations. Our goal is to provide users with a reliable, stable, and safe computing environment, through the collaboration of the following bureaus:

- The Bureau of Technology Strategy & Project Management provides business analysis and IT project management services to define and deliver IT solutions that meet all program needs.
- The Bureau of Application Development & Database Administration provides customized software and enterprise database solutions, supports and maintains various DOHMH electronic systems, and facilitates data visibility and presentation services to advance DOHMH initiatives and priorities.
- The Bureau of Network Technology & Telecommunication Services provides DOHMH with a high available and resilient centralized network infrastructure and Data Center services, a dependable computing environment, and high standard customer-oriented desktop support to all DOHMH staff.
- The Office of Information Security develops agency-wide measures to help identify, prevent, and recover from potential and realized threats to the confidentiality, availability and integrity of

DOHMH data and IT assets and to ensure continuation of the agency's critical operations under any emergency circumstances.

▪ The Office of IT Administration provides general business support to DIT, including managing HR operations, agency-wide IT contracts and centralizes processes of IT goods and services procurement.

DUTIES WILL INCLUDE, BUT NOT LIMITED TO:

- Advises Commissioner, Chief Operating Officer, and leadership team on issues relating to Information Technology and its impact to the agency's business operations.

- Lead agency-wide technology strategic planning, initiatives, investments and technology standards.

- Manages IT services and resources, including IT project management in alignment with the agency's business functions, goals and priorities; Innovatively uses technology to help the business processes re-engineering and operations improvement to fulfill our public health missions and obligations.

- Oversees the agency's IT software and solutions acquisition and development as it relates to data collection, data/message exchange, electronic laboratories, EHR/EMR and diseases reporting frameworks, data visualization and virtualization, data warehouse, GIS, eBI, workflow process, mobile technology, imaging/scanning solution, surveillance and registries, and informatics services.

- Manages and directs IT staff and vendors to map business requirements closely by pushing standards and platforms to reduce implementation time, minimize duplicative efforts, and lower long-term support costs.

- Manage a reliable and dependable computing environment for business continuity and IT resilience: 100% virtualized primary Data Center operations and disaster recovery site, a complex WAN/LAN in approximately 40 DOHMH locations; 10,000 desktop and 4,000 mobile devices; VoIP system; Internal Wi-Fi network; Smart Printing network; and over 1,000 virtual hosts for approximately 500 applications, web services and databases.

- Manages various cloud-based computing initiatives ranging from Microsoft Office365, Azure, CRM, Salesforce, ServiceNow, AWS, Meridian LMS, etc. Collaborates closely with the City Cyber Command and the Department of Information Technology and Telecommunication to meet the City's technology and security standards under the NYC Comptroller's directives.

- Manages IT customer service and service delivery including IT project management team to deliver IT BA/PM services to the DOHMH business and programs, IT field technicians to deliver break/fix services directly to the DOHMH users, and IT Helpdesk operations with tracking/managing 4000 service calls monthly, maintains various monthly performance indicators to measure IT services delivery both qualitative and quantitative.

- Provides financial strategic planning that supports various IT initiatives with the ability to seek funding opportunities and improve new and existing IT contracts and purchase agreements for the agency.

- Lead the development and enforcement of IT policies and procedures to ensure the security, integrity, and privacy of information and the protection of IT assets across the agency.

- Support the agency's commitment to racial equity and strengthen IT's role in operationalizing the equity agenda.

PREFERRED SKILLS

- Minimum of 8 years' IT leadership and management experience in a large and complex organization with multiple ongoing IT initiatives.
- A Masters' degree from an accredited college or university in business administration, public administration, computer science, information technology or a related field.
- Impeccable knowledge of information technology and the general technical landscape.
- Strong strategic thinker, project planner and manager, problem solver and solution driven.
- Experience managing contracts with IT hardware, software and telecommunication vendors.
- High commitment to serving DOHMH programs and users; and strike for high standard customer service to meeting the business expectation.
- Ability to deal with multiple and changing demands in a fast-paced environment.
- Ability to work under pressure and handle sensitive and confidential matters.
- Strong crisis and change management skills.
- Excellent oral and written communications skills, with the ability to translate technology complicity to ease use for the business.

TO APPLY
Apply online with a cover letter to https://a127-jobs.nyc.gov/. In the Job ID search bar, enter job ID number #452606.

We appreciate the interest and thank all applicants who apply, but only those candidates under consideration will be contacted.

The NYC Health Department is committed to recruiting and retaining a diverse and culturally responsive workforce. We strongly encourage people of color, people with disabilities, veterans, women, and lesbian, gay, bisexual, and transgender and gender non-conforming persons to apply.

All applicants will be considered without regard to actual or perceived race, color, national origin, religion, sexual orientation, marital or parental status, disability, sex, gender identity or expression, age, prior record of arrest; or any other basis prohibited by law.