



DEPUTY CHIEF INFORMATION OFFICER

Department: Information Technology
Unit: 5210
Level: 11, Exempt

Supervisor's Title: Chief Information
Officer
Supervises: IT Directors (6)

The Deputy Chief Information Officer (DCIO) supports the Chief Information Officer (CIO) in providing strategic leadership and direction for Massport's information technology (IT) initiatives. This role involves overseeing IT operations, managing technology projects, and ensuring the alignment of IT strategies with business goals. The Deputy CIO acts as a key advisor to the CIO and may represent the CIO in their absence.

ESSENTIAL JOB TASKS:

Strategic Leadership

1. Assist the CIO in developing and implementing IT strategies that support the IT Department's objectives.
2. Participate in strategic planning sessions and contribute to the formulation of long-term IT goals.
3. Provide insights and recommendations on emerging technologies and industry trends to ensure the organization remains competitive.
4. Collaborate with senior management to align IT initiatives with business priorities and drive digital transformation.

IT Operations Management

1. Oversee daily IT operations, ensuring efficient and effective delivery of IT services.
2. Monitor system performance, troubleshoot issues, and implement improvements to enhance reliability and performance.
3. Ensure the availability, integrity, and security of IT systems and infrastructure.
4. Develop and maintain IT operational procedures and documentation to support consistent and reliable service delivery.

Project Management

1. Lead and manage IT projects, ensuring they are completed on time, within scope, and within budget.
2. Utilize project management methodologies to plan, execute, and close projects successfully.

3. Coordinate with cross-functional teams to ensure project objectives are met and stakeholders are kept informed.
4. Identify and mitigate project risks, and implement corrective actions as needed to ensure project success.

Policy Development

1. Develop and enforce IT policies and procedures to ensure data security, compliance, and operational efficiency.
2. Stay abreast of regulatory requirements and industry best practices to maintain compliance.
3. Conduct regular reviews and updates of IT policies to address evolving threats and business needs.

Budget Management

1. Assist in the preparation and management of the IT budget, ensuring cost-effective use of resources.
2. Track expenditures, forecast future needs, and identify opportunities for cost savings.
3. Evaluate and justify IT investments, ensuring alignment with strategic goals and return on investment.
4. Monitor financial performance and provide regular reports to senior management on budget status and variances.

Performance Metrics

1. Establish and monitor key performance indicators (KPIs) to measure the effectiveness of IT initiatives.
2. Prepare and present reports on IT performance to senior management.
3. Use data and analytics to drive decision-making and continuous improvement.
4. Set performance targets and track progress to ensure IT goals are achieved.

Stakeholder Engagement

1. Collaborate with other departments and stakeholders to understand their technology needs and provide appropriate solutions.
2. Facilitate communication between IT and business units to ensure alignment of goals.
3. Build and maintain strong relationships with key stakeholders to support IT initiatives and drive organizational success.
4. Act as a liaison between IT and external partners, vendors, and regulatory bodies.

Team Leadership

1. Provide leadership and direction to IT staff, fostering a collaborative and innovative work environment.
2. Mentor and develop team members, promoting professional growth and skill development.
3. Conduct performance evaluations, set goals, and provide feedback to ensure high levels of employee engagement and productivity.
4. Promote a culture of continuous improvement and encourage the adoption of

best practices within the IT team.

JOB REQUIREMENTS AND QUALIFICATIONS:

Education

Bachelor's degree in Computer Science, Information Technology, or a related field. A Master's degree is preferred.

Experience

1. Minimum of 10 years of experience in information technology, with at least 5 years in a leadership role.
2. Strong leadership, project management, and communication skills. Proficiency in IT infrastructure, applications, and security. Ability to think strategically and execute tactically.
3. Excellent leadership, communication, and interpersonal skills.
4. Ability to think strategically and make data-driven decisions.
5. Experience with regulatory compliance and risk management.

UNIQUE EXPERTISE/CERTIFICATION/REGISTRATIONS:

- Relevant certifications such as ITIL, PMP, or CISSP are a plus.
- Working knowledge of hardware (Workstations, Servers, Laptops, etc.).
- A proven track record in developing information policies and procedures and successful execution.
- Extensive knowledge of business risk, risk assessment and risk-based decision making.
- Able to communicate security and risk-related concepts to both technical and non-technical audiences, including board level.
- Experienced with contract and vendor negotiations.
- Demonstrated knowledge of project management principles and application.
- Experience in building a skilled, diverse workforce.
- Experience in budget planning and controls.
- Experience in writing, editing and revising policies and procedures.
- Experience in analyzing and applying strategy and policy to set objectives and drive execution within appropriate timeframes.
- Experience in formulating plans, and policies by means of clear and effective verbal communications.
- Ability to pass Massport pre-placement physical, controlled substance screening, security and background checks.

WORK SCHEDULE:

Ability to work a minimum of a 37.5-hour workweek and ability to meet the demands of a fluctuating workload based on current need, including weekends and nights. Ability to travel locally, nationally, and internationally as required for stakeholder engagement, conferences, or industry forums.