



JOB DESCRIPTION

Job Title: Chief Innovation and Information Officer	Date Created: 06/20/2018
Department: Information Technology	Date Revised: 04/28/2025
Division:	Salary: \$144,245.85 - \$201,944.19
Grade: EX3	FLSA: Exempt

Summary of Duties: The Chief Innovation and Information Officer (CIIO) is a key member of the NTECC executive leadership team and is responsible for developing and leading NTECC's strategic approach to information technology, data, and innovation. This role ensures the technology infrastructure and future-focused initiatives, including AI and emerging technologies, align with and enhance the mission-critical work of 911 dispatchers, call takers, and operational support teams. The CIIO will collaborate with other executive leaders to ensure technology and innovation are woven into NTECC's long-term vision, helping to shape the organization's culture, increase operational efficiency, improve employee and citizen experiences, and drive innovation across all areas of the center. The CIIO is expected to foster a people-first, collaborative culture that reflects NTECC's core values and mission.

Essential Job Functions:

- Serve as a strategic advisor and thought leader to the Executive Director and executive team, identifying opportunities to use technology and innovation, including AI, automation, and data analytics to improve emergency communication services.
- Champion and manage an innovation roadmap for NTECC, integrating new tools, platforms, and technologies into daily operations with a focus on enhancing outcomes for dispatchers, call takers, and the communities served.
- Inspire, mentor, and lead the IT and innovation teams; create an environment of continuous improvement, professional development, and collaboration.
- Serve as a cultural leader within the executive team to foster an inclusive, mission-aligned, and engaged organizational culture.
- Oversee the design, implementation, and maintenance of resilient, secure, and scalable technology systems that support 24/7 emergency operations.
- Ensure compliance with CJIS, cybersecurity best practices, and state/federal IT regulations.
- Develop policies and procedures that support the effective and secure use of all technologies.
- Partner with department leaders to evaluate and anticipate technology needs, drive innovation in workflows, and ensure staff have the tools they need to succeed.
- Lead cross-functional initiatives that align technology solutions with organizational goals and enhance service delivery.
- Develop and manage the IT and innovation budget; lead vendor negotiations and contract management to ensure high-quality, cost-effective technology solutions.
- Guide selection and implementation of strategic IT vendors and partnerships.
- Ensure IT is prepared to respond to critical outages or cyber incidents, maintaining operational continuity and security in high-pressure scenarios.
- Attend and represent NTECC at relevant industry conferences, leadership forums, and collaborative regional efforts.
- Serve as a visible leader in promoting NTECC's values, innovation efforts, and commitment to public safety.
- Performs other duties as assigned.

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Knowledge and Skills:

- Ability to collaborate, work with, supervise, direct, effectively communicate, and develop a diverse team and assigned personnel. Ability to work within the policies, guidelines, and the NTECC culture, including the core values of trust, professionalism, accurate and timely, teamwork, and our people.
- Strategic thinking and executive communication skills with the ability to influence and inspire at all levels of the organization.
- Visionary understanding of emerging technologies and how they apply to public safety environments.
- Ability to address multiple demands simultaneously; prioritize work and respond to difficult situations under stress of time or circumstances; remain professional and operate effectively in high stress situations.
- Knowledge of the principles and practices of network and operating systems, hardware systems and security systems.
- Principles, practices, and methods related to the design and implementation of networks, systems, and programming, and troubleshooting techniques in a public sector environment.
- Enforcing and maintaining security protocols and safety standards.
- Applicable State and federal laws, regulations, and statutes.

Minimum Qualifications and Conditions of Employment:

- Education: Bachelor's degree in the Information Technology field, Business or Public Administration or related field.
- Experience: Ten (10) years of professional IT experience including five (5) years supervisory experience, preferably in public safety or emergency services.
- Knowledge of public safety strategies, practices and technologies preferred. Public safety experience preferred.
- Must be at least 18 years of age.
- Must pass all applicable pre-employment screenings to include a drug screen and background investigation.
- Communicate clearly and concisely, relay details accurately both verbally and in writing.
- Must read, write, and speak English.
- A valid Texas Driver's License may be required or be able to obtain one within 90 days of employment.
- Must be able to pass FBI criminal background fingerprint check and comply with state and federal requirements for criminal justice information security standards.

Any work-related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.

License and Certification:

- Certifications include: Level 4 CJIS
- Position requires successful completion of all required certifications within 30 days.

Physical Demands and Working Environment:

Work performed is primarily an office classification in a call center/dispatch environment, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone and radio. Positions in this classification occasionally (daily, weekly, or monthly) bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation. Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required. NTECC is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, genetic information, or any protected class in accordance with the law. NTECC provides reasonable accommodation for its employees and the public with disabilities, including veterans. For more information, please contact NTECC Administrative Services.