Job Description for Chief Data Officer (illustrative)

Department: City Manager's Office

The Position

The City of Riverside is accepting applications for the position of **CHIEF DATA OFFICER (CDO)** to fill one (1) vacancy in the **City Manager's Office**. The CDO, under the administrative direction from the City Manager and in close coordination with the High Performance Team, drives data-driven governance across the City of Riverside. The CDO works with city departments to identify and solve key challenges, improves effectiveness of government, and deliver better outcomes by leveraging data, technology, and process improvement; oversees the development and implementation of City's data strategy and procedures; creates monitoring and evaluation frameworks; develop data use cases for critical problems of the city; manages city's data for internal and external purposes; identify new data sources and applications of emerging technologies; supervises, trains, and assists team comprised of data scientists, data analysts, and data engineers; and assists other departments in using data for their business improvement.

Work Performed

Duties may include, but are not limited to, the following:

- Establish and implement policies, procedures, standards, and quality controls to foster the culture of data-driven governance across the City of Riverside.

- Create monitoring and evaluation frameworks for each department's outputs, outcomes, and progress; build performance dashboards for timely information and insights to enable employees to improve decisions, optimize processes and plans, and work proactively.

- Embed data-driven governance principles in action plans, strategic plans, and other strategies of each department; assist them in defining their performance metrics, identifying data sources, developing data dictionaries, visualization, analysis, and reporting.

- Lead the design and development of use cases for critical problem areas in close coordination with other departments; establish data channels, data collection and analysis methodologies, and dashboards for internal and external reporting.

- Coordinate with City's departments and external stakeholders for using, protecting, disseminating, and generating data to ensure that the data needs of the agency are met; encourage publishing of open-data.

- Manage data at every stage of the data lifecycle to ensure quality, accuracy, access, and protection of data, as well as managing information resources.

- Determine and enforce specific security and privacy requirements for each piece of data – especially as it relates to privacy laws, government regulations, and compliance mandates.

- Supervise, train, and evaluate subordinates; provide instructions and technical assistance in the implementation of data policies and procedures, monitoring and evaluation, data analysis and visualization, development of dashboards, maintenance of data products and assets, and publish and sharing of data.

- Identify new sources of data for strengthening data-driven governance and improving civic engagement; navigate unstructured and big data such as social media, emails, medical records, pictures, videos, and sensor data.

- Act as custodian of City's Open Data Portal; supervises team in publishing new data sets and maintaining quality of datasets and portal.

- Develop, implement, and organize programs to promote city-wide usage of open data for problem solving, with assistance from other departments.

- Assist Office of Communications in publishing data stories and other forms of communication.

- Establish partnerships with non-government and private data owners for gathering and use of data that may be critical for problem solving; enact data sharing agreements.

- Explores the use of emerging technologies in city's process and identifies use cases, value proposition, and budget for their deployment.

Qualifications

- Minimum qualification: bachelor's degree from an accredited college or university with a Bachelor's Degree in Computer Science, Information Systems, Public Administration, Business Administration, Management, Data Analytics, or a related field. Extensive (10+ years) experience with open data and data management architecture.

- Preferred/desired qualification: Bachelor's degree from an accredited college or university with a Bachelor's Degree in Computer Science, Information Systems, Public Administration, Business Administration, Management, Data Analytics, or a related field. Extensive (7+ years) experience in leadership role in data and/or technology management.

- Experience of working in a city/county government or associated office is a plus.

Skills

- Organizational management and leadership

- Excellent written and oral communication skills

- Data management

- Data architecture

- Business decision models

- Data security and classification, analytics, and system integration

- Leading strategy and technology sessions with government stakeholders, policy makers, and technical staff

- Project/program management (a PMP certification is preferred)