Office of the Attorney General
Human Resources
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JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Information Technology
Chief Technology Officer

The primary responsibilities of a CTO typically include innovation and research, technical leadership, product development, infrastructure management, cybersecurity and compliance, budgeting and resource allocation, strategic planning and execution, and communication and stakeholder engagement for a modern law office. This role has executive ownership of the Information Technology (IT) teams at the Office of the Indiana Attorney General (OAG). The position reports to the Chief Administrative Officer. This role manages a team of 5+ professionals.

Essential Functions:

1. Accountable for the development and implementation of the IT strategic plan and road map that aligns and prioritizes business initiatives.
2. Ownership of the IT help desk operations and management. Ensure that all hardware and software problems are solved in a timely and efficient manner providing weekly and monthly reports on help desk performance.
3. Ownership of the office's Salesforce case management software and related SaaS applications.
4. Responsible for the security of the company's data and systems. This includes implementing data protection measures like encryption protocols, access controls, and regular audit.
5. Develop technological solutions and systems to align IT with business strategy improving business performance, effectiveness and competitive advantage.
6. Partners with OAG's CFO to establish and maintain the agency's IT budget.
7. Proactively advise the senior management team on the emerging technologies and digital trends that are most relevant to the company's goals and evolving needs.
8. Establish and enforce IT policies, processes, portfolio management, development standards and methodologies.
9. Engages agency partners to position OAG as a technology leader in the State of Indiana.
10. Engaging with the Indiana Office of Technology to ensure seamless collaboration.
11. Serving as the subject matter expert in IT related business conversations. While being able to translate technical jargon into consumable information.
12. Monitor the industry for developments in IT operations; evaluate and implement relevant new tools and service management frameworks.
13. Make recommendations to Executive Team on strategic directions, business solutions, infrastructure, personnel to support ongoing operations and to provide scalable model for supporting long-term business growth.
14. Review, recommend, and oversee all vendors and managed service agreements for SaaS tools, computing, telecommunications, IT services, and equipment.
15. Select, hire, manage, coach and develop Information Technology staff as required to maintain the departmental performance and availability commitment to business users.
16. Complete formal performance and appraisals as necessary.
17. Engage external consultants, as necessary, to assist in large Information Technology

projects.

18. Provide an escalation point and technical assistance to IT staff.
19. Other duties as assigned.

SKILLS AND EXPERIENCE

1. Strong supervisory experience with emphasis on strategic leadership and mentoring.
2. Strong background in project management methodologies (e.g., Agile, Waterfall) to effectively guide direct reports.
3. At least 5 yrs experience creating and managing organizational KPI's.
4. Experience developing and managing an annual budget of over $2 million
5. Experience related to the architecture or administration of SaaS technologies.
6. Experience with modern DevOps tools and methodologies.
7. Experience with Desktop Support and/or customer management.
8. Ability to articulate and manage IT infrastructure design and solutions.
9. 5+ years direct supervisory experience preferred.

SOFT SKILLS

1. Ability to exercise good judgment and handle a superior level of confidentiality.
2. Demonstrated teamwork and relationship-building skills, with ability to lead and influence by example.
3. Ability to evaluate risk and manage executive level expectations.
4. High level of independence and attention to detail.
5. Ability to manage multiple concurrent projects and ensure completion by assigned due dates.
6. Take responsibility for own work and provide support to others in accomplishing theirs.
7. Ability to quickly and positively adapt to change.
8. Ability to thrive in a fast-paced environment.

EDUCATION/TECHNICAL

1. Bachelor of Science degree in Computer Engineering, Computer Science, or Informatics or equivalent job experience.
2. 5 years of technology management experience
3. Experience in the legal technology field preferred
4. Certifications in Salesforce architecture or development preferred.
5. Certifications or 5 yrs experience with cloud-based architecture (Azure, AWS etc.) preferred. Relevant experience in managing departmental budgets, financial analysis, and data analytics.