



BALTIMORE POLICE DEPARTMENT JOB DESCRIPTION

Title: Chief Technology Officer

Classification Title & Code: Operations Director II

Division/Unit: Compliance Bureau

Authorized Salary Range): \$150,000– \$165,000

Revised Date: 6/17/2021

I. Summary of Position

The Chief Technology Officer (CTO) is the command and leadership position for Information Technology within the Baltimore Police Department. The position is responsible for oversight, creation and execution of the Department-wide technology strategy and alignment with the departmental goals to fulfill its public safety mission and consent decree mandate.

As a member of the senior management team, the CTO participates and contributes to overall Department strategy, bringing current knowledge and future vision of leveraging information and technology for both process and operational improvement. The position is responsible for the management, oversight and implementation of all technology for all facets of the police department, including patrol, administration and investigative units. The CTO oversees major projects, manages vendor relations, oversees the technology budget and works closely with the Mayor's Office, the Mayor's Office of Information Technology, Baltimore City's CTO and the Consent Decree Monitoring Team. The ideal candidate will be forward-thinking, strategic and innovative in leveraging information technology to help achieve continuous improvement.

II. Organizational Relationships

Supervised by: Deputy Commissioner of Compliance Bureau

Interacts with:

- Mayor's Office, Baltimore City IT Department (BCIT), Federal and State law enforcement agencies
- Consent Decree Monitoring Team, Consent Decree Implementation Unit
- Command Staff and BPD Executive Leadership
- Vendors providing IT services to BPD

Individuals supervised: Directly supervises contracted personnel associated with special projects, and BPD support staff for all IT Division functions including the Director of IT Services for BPD.

III. Duties and Responsibilities

- Sets the mission and vision to support an increasingly technology-enabled and data-driven Department.
- Assumes departmental management responsibility for information system and telecommunication services and activities including the overall design, management and evaluation of such systems and coordination with City and public safety partner information systems.
- Builds and maintains relationships with other command staff, including the Police Commissioner, to develop a clear understanding of Department needs; ensures cost-effective delivery of IT services to meet those needs, and is able to respond to changing business priorities.
- Represents the BPD in regards to technology in hearings and panels before the City Council, the Consent Decree Monitoring Team and Judge, and the United States Department of Justice.
- Leads the development of the Department's IT strategy and implementation roadmap; ensures its integration with the Department's strategic planning process and Consent Decree compliance.
- Serves as program management executive; drives the development of enterprise technology standards, governance processes and performance metrics to ensure IT delivers value to the department.
- Implements, upgrades and monitors security measures for the protection of the Department's computer networks and information and establishes procedures for the prevention of, and response to, data loss and related cyber threats.
- Stays up to date on new technologies and platforms and provides direction on what emerging technologies should be integrated and introduced within the department.
- Provides strategic direction and oversight for the design, acquisition, development, operation and support of IT systems and programs that fulfill the needs of the department, including enterprise architecture management, application management, security and risk management, and infrastructure and operations support management.
- Develops and manages annual IT budget and ensures it is consistent with overall strategic objectives of the Department and Consent Decree compliance.
- Manages vendor relationships, vendor contacts and procurement.
- Responsible for overseeing the procurement, installation and maintenance of all computer hardware and software.
- Establishes IT governance to ensure the effective and efficient use of IT in enabling the BPD to achieve its goals.
- Develops and maintains an IT workforce with the appropriate mix of business knowledge, technical skills and competencies needed to support the BPD.
- Provides leadership, coaching and direction to the IT leadership team and staff.

IV. Desired Qualifications and Skills

- Bachelor's or Master's Degree in Computer Science, Information Systems, Geographic Information Systems, Business Administration, Engineering, or a closely related field from an accredited college or university.
- Seven (7) or more years of progressive experience in IT.
- Preferably five (5) years of leadership responsibilities in the public sector, including budget responsibility.
- Preferably two (2) or more years of experience in public safety or law enforcement environments.
- Five (5) or more years of experience in large, cross-functional teams and/or enterprise-wide programs.
- Demonstrated experience in IT strategic planning, design and development.
- Demonstrated understanding of current technologies, including cloud deployment, big data, mobile and video.
- Conversant with core technologies in public safety, including dispatch, records management, case management, radio and data communications, as well as, emerging technologies.
- Preferably proven experience or demonstrated capability in leading IT transformational initiatives in complex public agency environments.
- Must be able to clearly convey information and ideas including complex technical issues, orally and in writing.
- Demonstrated ability to handle problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary.

V. Application Instructions

- Qualified applicants should submit a resume and letter of interest to Eric Melancon, BPD Chief of Staff, at eric.melancon@baltimorepolice.org to be given consideration.
- Applications will be reviewed and select applicants will be asked to participate in virtual interview(s) with BPD's interview committee made up of executive leaders in the agency to answer questions about how they would approach the role.
- Interviewed applicants may also be asked to generate example work products or presentations to demonstrate proficiency in analytical tools and concepts for presentation to the committee.
- This position is a non-civil service position and serves at the discretion of the Police Commissioner and is represented by the Managerial and Professional Society of Baltimore (MAPS) and is eligible for any benefits provided to comparable MAPS employees.