



# City of Revere

## JOB POSTING

**Job Title:** Chief Innovation Officer  
**Department:** Office of Innovation and Data Management  
**Location:** Location may vary throughout Revere  
**Hours:** Variable up to 39 hours per week, includes nights and weekends.  
**Salary:** Base annual salary of \$115,735; educational incentives available to increase salary by up to 10%. This is a non-union position.

### **DESCRIPTION:**

The OIDM's ([Office of Innovation and Data Management](#)) mission is to expand and enhance the interaction between city government and residents through improved constituent service, the expanded use of technology, and building a culture of data use to engage residents in governmental participation and decision making. The departments reporting to the CIO include [Revere 311](#), the City's Community Liaisons, Information Technology (IT) staff, and the Data Analyst within OIDM. The CIO reports directly to the Mayor and is a member of the Mayor's Cabinet.

OIDM has involvement in every department in the City. Working with department heads on their annual statistical review for budget processes, project management of substantial systems and process changes designed to increase staff efficiency and effectiveness, and to improve residents' interaction with the city.

This position requires a strong comfort with learning new online technologies and databases, working with staff, contractors, residents, and software vendors to seek technical opportunities to improve city processes. The position requires project management expertise, ability to learn and understand staff and resident needs, leadership, and management ability, understanding of how to motivate and mobilize city staff to implement improved processes.

Under the direction of the CIO, IT oversees legacy systems including accounting systems (Munis), servers, Office 365, cyber security, hardware, networks, and anything coding related. OIDM oversees implementation and oversight of newer software systems, which includes the website, e-permitting, Public Works asset management, GIS usage (but not the GIS server), GPS, integrations, communications tools, and more.

The CIO should have a good understanding of municipal government, strong sense utilizing data for public purposes and effective communication skills.

### **ESSENTIAL FUNCTIONS:**

The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Project management from analysis to launch systems and process upgrades, including the utilization of innovative technology or expanded use of existing technology, working with department heads, department staff, Mayor's Office, contractors, vendors, and the public to implement improvements in city functionality.
- Implement and manage software system upgrades to match city needs.
- Think creatively about problems raised by city staff, department heads, and the public, to seek ways to use existing or new tools to solve.
- Serve as Admin for software that CIO manages, meaning managing users, budget, settings, trainings, and upgrades as needed. Responding to departmental requests for assistance or information.
- Manage the OI DM budget, and coordinate IT budget needs with IT Director
- Direct reporting responsibilities for 311 Director, IT Director, Data Analyst.
- Community Liaison positions report to 311 Director and CIO, to build constituent service muscle in the community.
- Oversee and manage Community Conversations with the Mayor, a series of multilingual, interactive, hybrid public town halls with the Mayor, in coordination with the Mayor's Office and RevereTV.
- Work closely with the Data Analyst to overhaul, relaunch, and expand Results for Revere data page for public and department consumption.
- Oversee the website, including building and managing pages, training staff to manage their content, ensuring departments are updating information and FAQs, working with developer on enhancements and new features as needed. For example: Creation of a recently-created website functionality related to Sanitary Sewer Overflow alerts.
- Work closely with Department of Municipal Services to find enhancement and improvement opportunities with the e-permitting software, including potential streamlining of building permit process, enhancements and efficiencies with 40U ticketing, and working with the vendor on upgraded reporting and metric functions.
- Work closely with Chief of Infrastructure, Public Works, Water and Sewer, GIS Administrator, outside consultants, and vendor to ensure that Asset management/Work Order system is being well utilized, data is getting tracked, and reporting is possible.
- Oversee the Document Management System, Laserfiche, and work with the City Clerk to ensure offsite archiving of necessary files occurs.
- Respond to data needs and data management issues on request from Mayor's Office and departments.

- Oversee or play a role with Digital Equity work that may play a role in future expanded, improved, and lower-cost internet access within the city.
- Review existing technologies to ensure they are performing as expected, delivering results needed, and are useful enough to continue their annual licenses.
- Manage the city's Community Compact grant applications with the Commonwealth. In particular the DEI Data study and the IT Integration work at present and applying for and managing future Compact applications and projects.
- Seek opportunities to streamline existing software systems by integrating data, for instance allowing online bill pay with Laserfiche applications.
- Oversee use of city's Emergency Alert Reverse-911 system.
- Work all assigned shifts and perform other duties as assigned or apparent.

#### **QUALIFICATIONS:**

- 4 year college degree strongly preferred; can be replaced with extensive high-level municipal experience.
- Masters in Public Administration or related field a plus.
- Four (4) years of relevant project management, data-oriented, or technology implementation experience.
- Two (2) years of experience in local government or a related field
- Two (2) years Management and Operations experience
- Revere residency or a Residency Waiver from the City Council is required.
- Excellent communication skills.
- Bi-lingual Spanish, Italian, Arabic, Portuguese, Khmer, Vietnamese preferred.
- Means of transportation to visit all parts of Revere.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

##### **Knowledge:**

- Good knowledge of municipal government, including permitting, licensing, public works
- Working knowledge of municipal finance
- High Proficiency in use of technology such as laptop computers and tablets.
- Knowledge of basic social media practices.
- Knowledge of project management techniques and strategies
- Knowledge of data visualization techniques and strategies.

##### **Skills:**

- Critical thinker
- Excellent problem solving and interpersonal skills.
- Skill at managing the administration of software use
- Must be organized and detail-oriented and be able to work both independently and as part of a team.
- Training or experience in safety, cultural sensitivity, and community outreach.
- High level of skill in utilizing Excel
- Skill at core Microsoft Office functions, including Word and Powerpoint.

**Abilities:**

- Ability to establish and maintain effective working relationships, and build trust across departments.
- Ability to communicate effectively and efficiently verbally and in writing.
- Ability to quickly and effectively learn new information, new software, and/or new data and utilize this knowledge to guide or implement programs and projects.
- Ability to accurately and relentlessly track the data around activities and outcomes.

**WORK ENVIRONMENT**

Work is performed primarily in office conditions during regular business hours. Daily interaction with the general public by phone, email and in-person as required. Minimal requirements to lift up to 30 pounds, and to travel to other city-owned locations, such as DPW Yard or various schools.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

The applications must be submitted via the City's [Online Application Portal](#). Please submit a resume, cover letter and salary requirements with your application. If you have any questions, feel free to contact us at: [jobs@revere.org](mailto:jobs@revere.org)

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