



CHIEF INFORMATION OFFICER

WSSC Water

Laurel, MD

\$176,686 - \$265,137

Established in 1918, WSSC Water (WSSC) is currently among the largest water and wastewater utilities in the nation, with a network of nearly 6,000 miles of drinking water pipeline, over 5,600 miles of sewer pipeline, and a service area that spans nearly 1,000 square miles and includes 1.9 million residents in Prince George's and Montgomery counties in Maryland.

WSSC is seeking a transformational Chief Information Officer (CIO) with expertise in technology expertise /core competencies in strategic planning, technology assessment and acquisition, process improvement, policy, system architecture, innovation, digitalization, and cyber resilience. The CIO must have extensive knowledge regarding cybersecurity best practices for the water sector to reduce the risk of cybersecurity threats. The CIO will be a trusted member of the Senior Leadership team and a partner to the team on all matters pertaining to information technology, innovation, digitalization, integration of smart water solutions and enhancing the customer and employee experience.

ESSENTIAL FUNCTIONS

WSSC Water's Chief Information Officer is responsible for:

- Achieving a fully integrated, secure and manageable enterprise information technology (IT) architecture;
- Creating and maintaining a robust infrastructure of policy and process that increases the WSSC Water's return on its technology investments and strengthening and securing its IT infrastructure and performance;
- Leading and managing WSSC Water's strategy for enterprise information management; and

- Serving as an organizational strategic business partner facilitating process, operational, administrative and customer service improvements as well as change management and innovation.

In alignment with the above responsibilities, and in addition to other duties, the CIO:

- Provides information technology vision, leadership and planning for achieving annual and longer-term enterprise goals and initiatives to fully implement activities to achieve and exceed industry best practices.
- Oversees the development and execution of comprehensive information systems and data security plans to protect the integrity and resilience of WSSC Water's data and digital assets.
- Executes enterprise information and technology resource initiatives to support the mission and strategic goals of WSSC Water.
- Leads governance structure that aligns information technology and management systems with both strategic enterprise and business operations priorities.
- Creates cost effective, leveraged, business strategy-driven IT solutions.
- Provides vision and leadership in the development and implementation of technology and systems to maintain and continuously improve WSSC Water's utility operations, business systems and customer services.
- Assesses existing IT architecture and defines and implements optimal IT architecture.
- Supervises employees, including selecting or recommending selection, training, assigning and evaluating work, coaching, counseling, disciplining, and/or termination or recommending termination.
- Develops and implements policies and processes that strengthen IT structure and performance.
- Identifies and implements processes and technology to ensure information is appropriately and securely managed across the Commission to address current and future needs.
- Establishes and enforces standards and policies for governing information assets of all types and for guiding the work of teams involved in creating, managing, analyzing and using information.
- Assesses, selects and implements Commercial Off the Shelf (COTS) products to replace legacy systems.
- Provides oversight and direction to ensure the security, confidentiality and reliability of company data, systems and intellectual property.
- Develops strategic plans and partnerships that ensure that baseline technology infrastructure meets the current and planned needs of all WSSC Water Teams.
- Supports the acquisition and maintenance of adequate cybersecurity insurance coverage by ensuring existing systems and IT policies and processes comply with underwriting requirements.
- Develops and implements plans that provide for IT Security, Disaster Recovery, and Business Continuity.
- Develops a strategy that will make GIS an enterprise service within WSSC Water.

- Maintains control over the WSSC Water computing environment by establishing comprehensive, formal policies and procedures, including configuration control.
- Makes effective use of WSSC Water's technology, information resources, and human resources.
- Sets and maintains standards and controls over software development, acquisition and deployment.
- Represents Information Technology Team's role and responsibilities within WSSC Water.

QUALIFICATIONS

The qualified applicant will have a bachelor's degree in Information Technology or a related field and 12 years information technology or information management experience, 5 years of which are at the senior/executive managerial level. This experience includes leveraging partnerships to advance information technology and management.

Additionally, the qualified candidate will possess:

- Knowledge of the principles and practices of information management/telecommunication technology and systems.
- Extensive knowledge of technology environments including IT architecture, configuration control, telecommunications, networks, application development, databases, web development, and enterprise document management.
- Extensive knowledge of EPA's Cybersecurity mandates for the water sector.
- Comprehensive knowledge of operations management principles.
- Ability to collaborate across the organization and build effective working relationships.
- Ability to expertly lead continuous improvements in cyber security to ensure cyber resiliency.
- Ability to proactively identify opportunities to improve systems and infrastructure and provide solutions.
- Ability to drive performance and results-based management.
- Ability to align IT objectives and programs to Commission strategies and objectives.
- Ability to develop, manage, and coordinate Commission's overall IT budget for software, hardware, systems and services.
- Ability to drive optimization of in-house and outsourced resources.
- Ability to implement insourcing strategies.
- Ability to optimize cost of services.
- Ability to develop regular reports on performance status.

- Ability to define key performance metrics based on overall Commission strategies, priorities and objectives.
- Ability to coordinate IT matters through direct reports across the Commission.
- Ability to provide oversight of security and compliance.
- Ability to create vision, strategies, and annual action plans for IT.
- Ability to lead others in uncertain and changing situations and circumstances.
- Ability to manage an information systems/telecommunications environment.
- Ability to motivate the workforce.
- Strong and decisive leadership skills.
- Strategic planning skills.
- Excellent communication skills.
- Analytical thinking and problem resolution skills.
- Business acumen.
- A customer service focus.
- Skill in managing change.
- Continual learning mindset.
- Continuous process improvement skills.
- Ability to develop and manage a budget.
- Strong project management skills.
- Negotiation skills.

The following credential is desired:

- Master's degree in Management Information Systems, Computer Science, Information Management or related degree is preferred.

SPECIAL REQUIREMENTS

The hired candidate must complete the WSSC Water Financial Disclosure statement within 30 days of employment and annually thereafter.

TO APPLY

WSSC Water is partnering with POLIHIRE to find its next Chief Information Officer. If you are interested in this opportunity, please submit a cover letter outlining your qualifications and your resume to WSSC_CIO@polihire.com. Please include only your name (Last, First) in the subject line when submitting these materials.