Code: 06J3
Family: IT-Leadership
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: Information Technology

CLASS TITLE: CHIEF INFORMATION SECURITY OFFICER (CISO)

CHARACTERISTICS OF THE CLASS

Under direction, this is a senior-level role responsible for developing and achieving an enterprise-wide cyber security vision and strategy to safeguard the City of Chicago's data, assets, people, and reputation by establishing and maintaining the cybersecurity program to ensure that data, assets and associated technology, applications, systems, infrastructure, processes, people and reputation are adequately protected across all departments of the City. The CISO is responsible for identifying, evaluating, and reporting on legal, regulatory, and operational cybersecurity risk to data and assets, while supporting and advancing business objectives. The CISO is accountable for setting and driving the effective implementation of the enterprise cybersecurity governance, policies, and standards; and perform related duties as required.

This class is assigned to the Leadership Technology Job Family which consists of positions responsible for overseeing the identification, prioritization, and delivery of work activities, coach and developing employees, providing thought leadership to business partners, and shaping and executing the technology vision and strategy to maximize business values.

ESSENTIAL DUTIES

- Develops a cybersecurity vision and strategy, inclusive of Information Technology and Operational Technology assets, that is aligned to organizational priorities and enables and facilitates the organization's business objectives, and ensures stakeholder buy-in enterprise-wide
- Develops, implements, and monitors a strategic, comprehensive cybersecurity program to ensure appropriate levels of confidentiality, integrity, availability, safety, privacy and recoverability of cyber assets owned, controlled and/or processed by the organization
- Advises the CIO and other senior executives and management on critical infrastructure and cybersecurity risk implications of current and future business activities, breaches, and/or threats; identifies acceptable levels of risk, and establishes roles and responsibilities regarding critical infrastructure and information events
- Provides regular reporting on the cybersecurity program to the CIO, Mayor's Office, Chief Risk Officer, and other senior business leaders as requested; adopts metrics and a reporting framework to measure efficiency and effectiveness
- Owns the City's cyber incident response program managing the City's response to a cyber incident and supporting the City's interests in a supplier or third-party cyber incident impacting City operations and/or data
- Creates and manages a targeted cybersecurity awareness training program for all employees, contractors and approved system users, and establishes metrics to measure the effectiveness of this security training
- Collaborates with CIO, Office of Emergency Management and Communications, and other entities to develop security and business continuance standards and action plans
- Develops and enhances an up-to-date cybersecurity management framework using evolving industry best practice (i.e., NIST CSF, ISO 2700x, ITIL, ENISA, ISA-62443, COBIT/Risk IT, etc.)
- Creates and manages a unified and flexible control framework to integrate and normalize changing requirements resulting from global, federal, state, and local laws, standards and industry regulations (i.e., PCI DSS, HIPAA, etc.)

- Develops, documents, and maintains a framework of security policies, standards and guidelines. Oversees the approval and publication of these cybersecurity policies and practices
- Creates a risk-based process for the assessment and mitigation of any cybersecurity risk in the City of Chicago ecosystem, consisting of supply chain partners, vendors, consumers, and any other third parties
- Provides effective leadership for staff (delegates, coaches, and evaluates work); establishes standard operating procedures; measures performance; and oversees administrative functions as an executive leader.

***NOTE**: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Information Technology, Business, Computer Science, Cybersecurity or a directly related field, plus ten (10) years of risk management, cybersecurity, information security, or operational technology security, or an equivalent combination of education, training, and experience.
- MBA or Master's Degree preferred

Licensure, Certification, or Other Qualifications

- Applicable professional licenses or certifications relative to the specific responsibilities of the position are preferred (e.g., CISSP, CISA, CISM, CRISC, CompTIA)

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, OpenOffice, Google Workspace)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND ADDITIONAL COMPETENCIES

Knowledge

Comprehensive knowledge of:

- *information security risk management and cyber security technologies and best practices
- *critical infrastructure protection and applicable standards, laws, and regulations (e.g., ISO/IEC 27001, COBIT)
- *infrastructure management, software, and hardware configurations and disaster recovery procedures and techniques
- *managing cross-functional teams or projects, influencing senior-level management and key stakeholders
- *developing and maintaining IT strategic plans
- *assessing policy needs and developing policies to govern IT activities

- *technical project management principles, methods, and practices
- *program management principles
- *managing project timelines and budgets
- *cost-benefit analysis principles and methods
- *IT concepts, principles, methods, and practices
- *IT systems developing life cycle management concepts
- *systems testing and evaluation principles, methods, and tools
- *systems security methods and procedures
- *requirement analysis principles and methods
- *preparing IT budgets
- *performance monitoring principles and methods
- *applicable computer programming languages and software packages
- *supervisory and management principles, methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one
- ANALYTICAL THINKING - Works with data to identify patterns and uses judgment to form conclusions that may challenge conventional wisdom. Interprets, links, and analyzes information in order to understand issues.

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Additional Competency Requirements

- COMMUNICATIONS FOR RESULTS - Develops and communicates a clear and compelling vision that moves others to act. Converses with, creates strategic documents for, and delivers presentations to internal business leaders and external groups. Leads discussions and effectively debates issues to bring the most critical points to the forefront for decision making. Easily adapts to the diverse interests, styles and perspective of key players.
- GROWTH MINDSET - Identifies knowledge, skills and competencies that are key to the business's long-term business success. Facilitates and promotes team learning through analysis of team successes and failures. Solicits feedback on improvements needed to make enterprise-wide strategies effective. Sets direction for the personal growth of self and the organization.
- INITIATIVE - Integrates future and conflicting scenarios and opportunities. Directs planning for potentially significant outcomes and contingency plans. Identifies areas of high risk. Procures significant commitment of organizational resources, involving resource owners, organizational leaders, core business processes and technologies. Leads step-by-step long-term responses, seeking and evaluating input from authoritative sources. Sustains progress in unprecedented strategic directions while maintaining superior ongoing performance.
- OWNERSHIP AND COMMITMENT - Directs planning for potentially significant outcomes. Procures commitment of organizational resources, involving resource owners, organizational leaders, core business processes and technologies. Sustains progress in unprecedented strategic directions while maintaining superior ongoing performance.
- CHANGE ADVOCATE - Leads the planning and implementation of change programs that impact critical functions/processes. Partners with other resource managers/change agents to identify opportunities for significant process enhancements. Recommends changes that impact strategic business direction. Sets expectations for monitoring and feedback systems and reviews performance trends. Evaluates progress and involves peers and team members in analyzing strengths and weaknesses in performance. Improves efficiency by spearheading pilots and planned functional change initiatives.
- DECISION MAKING - Makes key decisions that have a enterprise wide or strategic impact. Predicts how a decision will affect key stakeholder groups (internal and external) and develops strategies to build support for the decision and overcome obstacles. Rapidly identifies the key issues that need to be considered when making strategic decisions.
- CUSTOMER PARTNERSHIP - Partners with business leaders to identify cross-functional opportunities that integrate organizational and technological strategies, meet externally benchmarked criteria and integrate the customer's specific operational requirements as they relate to the organizational strategy. Devises enhancements to plans and advises on emerging opportunities during large-scale implementations. Proactively identifies and creates options to meet the needs of multiple integrated customer groups. Identifies potential initiatives through input from staff, vendors and customers. Meets with peers from customer groups and proposes technological and deployment solutions and related changes in business processes. Shares and assesses potential solutions with appropriate experts. Recommends technological solutions that fit the customer's needs, capabilities and culture. Uses appropriate interpersonal skill and communication methods to build constructive relationships with customers, business units and organizations to meet mutual goals and objectives.
- LEADERSHIP – Continually measures the organization's performance against the "best in class" in its peer group and sets a vision and plan to exceed these benchmarks. Allocates functional roles, levels of accountabilities and strategic assignments. Empowers and enables team members to carry out and implement that vision. Effectively coaches, mentors and trains new and existing team members in political, organizational, industry/business, behavioral and technical skills.

- OUTCOME DRIVEN - Assesses group performance against goals and identifies areas for improvement. Translates business opportunities into concrete measures that are beneficial for the organization. Dares to take calculated risks in order to let the business develop positively.
- SELF CONFIDENCE – Finds opportunities to execute new initiatives. Reports trends and offers ideas. Debates opinions. Proposes reasoned but contested viewpoints. Shares perspectives on controversial issues. Sets high standards for self and others. Provides tough feedback when agreed-upon standards are unfulfilled. Shares counsel and advice. Demands honest and direct feedback.
- STRATEGIC BUSINESS PLANNING – Reviews, approves and sponsors the cross-functional strategic technology plan. Integrates strategic business cases for composite enterprise and program-specific initiatives. Presents summary of enterprise issues and technology responses for strategic planning purposes. Presents detailed strategic plans and investment requirements to senior leadership and monitors progress against the plans, reallocating resources and changing priorities as needs dictate.
- STRATEGIC RELATIONSHIP MANAGEMENT - Partners with business leaders to identify cross-functional opportunities that integrate organizational and technological strategies, meet externally benchmarked criteria and integrate the customer's specific operational requirements as they relate to the organizational strategy. Provides recommendations and agrees to plans that align medium-term needs with strategic goals and objectives.

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March, 2023