

ASSISTANT CHIEF INFORMATION OFFICER

City of San José, CA





ABOUT THE OPPORTUNITY

The City of San José is creating the civic technology foundation that helps our community thrive every day. Do you have the skills and sense of service to contribute?

The Assistant Chief Information Officer is the #2 technology leadership position in the City organization. The person selected for this role will help lead and sustain an exceptional innovation and technology team, enabling the City to provide superior municipal services through advanced tools and processes.

San José is rebuilding its Information Technology Department for the future. To realize our vision, the Assistant Chief Information Officer must embody a passion for public service and have the demonstrated ability to deliver complex programs. You will teach customer-centric culture. You will have command of current technologies. You will execute initiatives required by the City with both speed and integrity. And you will elevate our community.

Achieving the City's goals requires a broad spectrum of skills, including:

- Hands-on Portfolio-Product-Project Management
- Program and Employee Development
- Customer Care and Customer Experience Design
- Strategic, Tactical, and Operations Management
- Building Productive Partnerships with Vendors, Non-Profits, and Peer Governments

The successful candidate will lead teams, divisions, and efforts assigned by the City's Chief Information Officer that best tap the candidate's strengths in ways that achieve the San José Smart City Vision and IT Strategic Plan.

The City of San José aspires to be as innovative as the community we serve!

Typical Work Accomplishments

- Effective coaching and mentoring of professional employees to contribute as engaged teams that successfully achieve goals.
- Successful implementation and maintenance of major business systems, technical infrastructure, and service operations.
- Proven experience building and sustaining outstanding customer support and service delivery.
- An excellent track record with strategic contracts and vendor engagements.
- Specific experience implementing hybrid, as-a-service, and robust integration technologies.
- Record of implementing current technologies, maximizing interoperability, and constructing supportive policies.
- Consistently achieve high performance standards and KPIs in program areas managed.

Typical Qualifications

Applied Education and Training –

A combination of experience and education such as:

- At least seven (7) years of senior technology executive experience or IT consulting practice leadership for organizations of significant scope, that includes five years of

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applied experience with enterprise/application architectures, managing a complex IT portfolio, administering SDLC activities, and/or successful delivery of major products and projects.

- Current recognized certifications such as PMI PMP or PgMP, LEAN, ITIL, COBIT, Six Sigma, TOGAF, and/or similar methodologies is preferred.
- Bachelor's Degree from an accredited college or university in a relevant field is required. Master's degree is preferred.

THE COMMUNITY

Known as the "Capital of Silicon Valley," the City of San José plays a vital economic and cultural role anchoring the world's leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California's largest city and the 10th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the United States. San José's transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Samsung, and eBay, as well as start-ups and advanced manufacturing.

San José's quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevadas; local and Napa Valley wine country; and the rich cultural and recreational life of the entire Bay region.

San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines. The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and nightclubs. Inquiring minds are served by the Tech Museum of Innovation, the San José Museum of Art, and many local galleries and venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses.

In 2011, the City adopted *Envision San José 2040*, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City's anticipated growth through the year 2040. The Plan proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor's degree or higher, compared with 25% nationally. Forty percent of San José residents are foreign born, and 50% speak a language other than English at home.

San José is proud of its rich cultural diversity and global connections, and the essential role the City plays in connecting residents and businesses to the nation and the world.

THE CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of 10 council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and his executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community's needs. The City actively engages with members of the community through Council-appointed boards and commissions.

In addition to providing a full range of municipal services including police and fire, San José operates an airport, municipal water system, a regional wastewater treatment facility, some 200 neighborhood and regional parks, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, Dolce Hayes Mansion and Conference Center, and the SAP Center San José – home of the National Hockey League's San José Sharks.

City operations are supported by 6,412 positions and a total budget of close to \$4 billion for the 2018-2019 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City's website at www.sanjoseca.gov.

DEPARTMENT OF INFORMATION TECHNOLOGY

The City of San José, the Capital of Silicon Valley, is one of the nation's best managed cities and one of the top ten cities in which to live work and do business. The employees of the City of San José have embraced the following values: Integrity, Innovation, Excellence, Collaboration, Respect, and Celebration.

The Information Technology Department's (ITD) mission is to execute, secure, and sustain the civic solutions that allow the San José community to thrive. ITD consists of five core service areas: Business Solutions, IT Infrastructure & Operations, Cybersecurity, Customer Contact Center, and Strategic Support. In the past year, the City of San José was named one of the top-ten Digital Cities in the nation by Government Technology Magazine, as well as one of the top municipalities for Smart Cities and Cybersecurity efforts by national media.

The Information Technology Department strives to provide meaningful impact through the effective use of technology for its employees and community that the City Organization serves. ITD has a FY2018-19 Total Budget of \$26.5 million and 80 authorized positions.

COMPENSATION

The salary range for this position is \$133,868 to \$208,668. In addition to this starting salary, this position will receive an approximate five percent (5%) ongoing non-pensionable compensation pay. The City provides an excellent array of benefits, including:

- **Retirement** – Competitive defined benefit retirement plan with full reciprocity with CalPERS; defined contribution plan available as an option.
- **Health Insurance** – The City contributes 85% towards the premium of the lowest cost non-deductible plan. There are several plan options.
- **Dental Insurance** – The City contributes 100% of the premium of the lowest priced plan for dental coverage.
- **Personal Time** – Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program could increase to up to 80 hours. Sick Leave is accrued at the rate of approximately 8 hours per month.
- **Holidays** – The City observes 14 paid holidays annually.
- **Deferred Compensation** – The City offers an optional 457 Plan.
- **Flexible Spending Accounts** – The City participates in Dependent Care Assistance and Medical Reimbursement Programs.
- **Insurance** – The City provides a term life policy equal to two times annual salary. Long-term disability and AD&D plans are optional.
- **Employee Assistance Program** – The City provides a comprehensive range of services through the EAP.

For more information on employee benefits, visit the City's benefits website: <http://www.sanjoseca.gov/index.aspx?NID=707>.

HOW TO APPLY

Please apply **on-line** by **September 14, 2018** at www.allianceRC.com.

For questions and inquiries, please contact:

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