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Business Solutions Deputy Chief Information Officer (Deputy Director), Information Technology Department - (2300371)

About the Department

The City of San José is a place where we use civic technology to help our community thrive.

As the 10th largest city in the nation, the City manages a large set of services and assets. The City operates on a budget of \$5 billion, with 7,000 employees serving 1+ million residents and 80,000 businesses in the heart of Silicon Valley.

Information Technology's (IT) mission: Put powerful tools and information in the hands of people to unleash their brilliance in service to our community. IT enables that mission through business and infrastructure systems, cybersecurity, data management and analysis, productivity and collaboration tools, the San Jose 311 resident experience platform, data equity and privacy programs, and strategic planning. San Jose is powered by truly great people, a robust technology environment, and a strong sense of purpose.

We promote work-life integration and a focus on growth to bring out the best in our people. Come join us in making San Jose the most vibrant, equitable, sustainable, and innovative city in America!

Positions & Duties

Please note that applications are currently not accepted through CalOpps or any other third-party job board application system. To apply, please complete an application via the City of San Jose's website at www.sanjoseca.gov/citycareers.

The City of San José Information Technology Department seeks an exceptional executive to serve as Deputy Chief Information Officer (DCIO) to lead the Business Solutions Division.

San Jose's executives truly act as player-coaches—people who can shape technical work and architectures with their team, build contributors up to execute that direction, work directly with the technologies and partners, personally deliver significant work products, and manage organizational demands to deliver solutions and services. When IT meets its mission, it helps San Jose's families thrive and our businesses grow.

The City's Business Solutions Division is in the midst of a strategic rebuild with focus on enabling productivity, collaboration, and business process automation capacities. The DCIO selected will have the ability to instill a sense of mission, communicate goals through transitions, and nurture a culture that is customer centric. Their work will grow upon the strong maintenance capacities for core applications and data resources. The position is critical to the City's ambitions to innovate, accelerate delivery of solutions, support deep collaboration, and deliver value to the San Jose organization and community as it tackles new and transformative challenges related to equity and changing resource priorities.

The DCIO's current portfolio includes directing teams for productivity and collaboration, business process automation, data administration, enterprise resource planning, and utilities systems. Focus areas for the DCIO in the 12-month horizon include setting a team culture defined by trust and delivering the critical outcomes City departments require; driving the delivery of strong and integrated technology platforms; infusing IT's product-project management practices into the division's work; and readying the teams for new technologies and investments, including continued growth of San Jose's Smart Cities and Internet-of-Things portfolios.

Success in the City culture requires modeling values of collaboration, responsiveness, employee development, effective relationship management, and producing great outcomes. Significant hiring requirements over the coming years due to retirements also requires DCIOs who are expert at fostering teams that are engaged, embrace innovation and change, and that exemplify both exceptional customer service and mission alignment

Responsibilities:

Leaders in IT all play a key role in working across organization boundaries to deliver superior IT services while shaping to emerging demands. Working under the CIO and Assistant CIO, the Deputy CIO is a member of the IT Executive Staff and must demonstrate how to be an equal and trusted part of the leadership team. San Jose leaders are "working executives" with high expectations for personal work output.

Reporting through the City CIO and Assistant CIO, the Deputy CIO oversees a team of ~30 contributors and a Citywide portfolio supporting ~7,000 employees and volunteers. Key metrics for DCIO center on customer satisfaction, reliability, performance, and project-value success.

A short snapshot of the Business Solutions DCIO's portfolio includes over 140 primary business applications, including a technical environment that spans Oracle (PeopleSoft/Taleo/Hyperion), Cayenta, SimpliGov, Microsoft O365/SharePoint/OneDrive/MSSQL), multiple cloud providers, enterprise reporting and data visualization solutions, and specialized applications in revenue, treasury, utilities billing, et al.

Specific responsibilities include:

1. Direct and lead multiple teams by establishing division goals and performance standards, conducting regular evaluations of the staff members' performance, and coaching staff members on performance and career development consistent with the departmental mission and expectations.
2. Proactively monitor technology solutions and plan for system roadmaps that will benefit the City's ability to provide services in the most efficient and cost-effective manner.
3. Manage and develop the skills and competency of the Information Technology Department staff based on current needs as well as emerging technologies or business strategies needed to support all work initiatives.
4. In partnership with City departments, provide executive leadership through strategic goals, objectives, and high-level requirements executed with departments.
5. Direct the allocation of resources to achieve timely outcomes and measurable goals within budget; recommend IT spending and participate in collaborative resource planning processes to ensure high-quality services at the lowest cost to the organization.

This recruitment may be used to fill multiple positions in this, or other divisions or departments. If you are interested in employment in this classification, you should apply to ensure you are considered for additional opportunities that may utilize the applicants from this recruitment.

Please note that the Business Solutions Deputy Chief Information Officer position is currently eligible for a hybrid telework schedule - working remote and onsite schedule is subjected to change.

Competencies

The ideal candidates will possess the following competencies, as demonstrated in past and current employment history:

Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.

- 5+ years of successful experience managing human resources/payroll, financials, and budget systems to successful outcomes.
- 5+ years of successful experience managing enterprise data and integration services to successful outcomes.

Experience within the last 5 years is highly desirable on the following:

- Direct management responsibility overseeing SharePoint as enterprise content management, intranet, and eDiscovery solutions.
- Direct management responsibility overseeing and implementing enterprise applications, business process automation, and workflow solutions.
- Direct management responsibility over application development for Commercial-off-the-shelf (COTS) and development teams.
- Direct responsibility for and success in attainment of (1) high customer satisfaction, (2) reliability, (3) performance, and (4) project success rates in large enterprise environments (internal support base of >2,000 customers).
- Strong product and project management experience and proven results, preferably including use of both agile and traditional approaches.
- Expert personnel management skills, including staff development, coaching, evaluation, and hiring.
- Strong communication, collaboration, and conflict resolution skills, as well as high emotional intelligence.
- Implementation of change and release management processes and business architecture that yield a high degree of business alignment.

Leadership – Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.

Project Management – Ensures support for projects and implements agency goals and strategic objectives.

Conflict Management – Uses appropriate interpersonal styles and methods to reduce tension or conflict between two or more people, by presenting the facts, analysis, and conclusions or solutions that show command of content and perspectives and interests of the audience.

Creativity – Addresses objectives and problems while questioning traditional assumptions/solutions in order to generate creative ideas and new ways of doing business; exhibits creativity and innovation when contributing to organizational and individual objectives; seeks out opportunities to improve, streamline, reinvent work processes.

Analytical Thinking – Approaching a problem or situation by using a logical, systematic, sequential approach.

Vision/Strategic Thinking – Supports, promotes, and ensures alignment with the organization's vision and values; understands how an organization must change in light of internal and external trends and influences; builds a shared vision with others and influences others to translate vision to action.

Communication Skills – Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.

Selection Process

The selection process will consist of an evaluation of the applicant's training and experience based on the [application and responses to the Job Specific Questions](#). Only the candidates whose backgrounds best match the position will be invited to proceed in the selection process. Additional phases of the selection process will consist of one or more interviews, one of which may include a practical/writing exercise.

You will be prompted to answer the following job-specific questions during the online application process. Please note that there is a 4,000-character limit, including spaces, for each text response. If you need more space for your text response, please attach a word or pdf document with your response to the question(s) as part of your application.

1. Please describe your experience in technology from senior management to executive roles. Highlight applied experience overseeing enterprise-level applications and data services; managing large and complex software applications, data, and integrations portfolio; and your successful delivery and operationalization of major applications products/projects and related processes.
2. Please describe two (2) major enterprise technology solutions you led teams to deliver to successful outcomes. Provide each solution's business purpose, value delivery goals, verified outcomes, and the team(s) you developed. Applicable examples: Productivity and collaboration platforms, Enterprise Resource Planning, business process automation, data analytics, monitoring/alerting/response tools, or similar. Elements to note: (1) your official role; (2) the criticality, scope, and scale of the solutions; (3) the staff size and resources managed; (4) technologies used; and (5) key outcomes and projects delivered that your customers/audits confirm.

You must answer [all job-specific questions](#) in order to be considered for this vacancy or your application will be deemed incomplete and withheld from further consideration. In addition, please attach your resume as part of the application process. If you have questions about the duties of these positions, the selection or hiring processes, please

contact Tram Nguyen at Tramt.Nguyen@sanjoseca.gov.

Qualifications

Education and Experience: Any combination equivalent to successful completion of advanced course work from an accredited college or university in business, public administration, or related field; and six (6) years of increasingly responsible experience in senior level administrative and/or analytic work in a public or private agency. Experience managing a work unit equivalent to a major division within a City operating department is desirable.

Licenses/Certificates: Possession of a valid license authorizing operation of a motor vehicle in California may be required. Certain positions may require possession of a specialized certificate, license, and/or registration related to a specific area of responsibility

Employment Eligibility: Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San Jose will NOT sponsor, represent or sign any documents related to visa applications/transfers for H1-B or any other type of visa which requires an employer application.

Per the City's [COVID-19 Mandatory Vaccination Policy](#), the City requires all employees starting on or after February 11, 2022 to provide proof of vaccination as a condition of employment absent a documented medical and/or religious exemption. Proof of vaccination means that employees are required to be "up-to-date" with regards to the COVID-19 vaccine. Consistent with the Santa Clara County Public Health Order issued on December 28, 2021, "up-to-date" means that employees are required to be vaccinated with the entire recommended initial series of a COVID-19 vaccine (two doses of the Pfizer, Moderna or Novavax COVID-19 vaccine or a single dose of the Johnson & Johnson COVID-19 vaccine).

Salary Information:

The actual salary shall be determined by the final candidate's qualifications and experience. In addition to the starting salary, employees in the Deputy Director classification shall also receive an approximate five percent (5%) ongoing non-pensionable compensation pay.

- Annual Salary Range: \$133,480.54 (min) - \$215,482.96 (max)

Additional Information

[Benefits Website](#)

[Information Technology Department Website](#)

[California Equal Pay Act](#)

Deputy CIO bargaining unit is [Unit 99](#).

NOTE – The first review of applications will be Thursday, April 6, 2023. Please submit your application by 11:59 p.m. (PST) on Wednesday, April 5, 2023 if you would like your application to be included in the first review. Candidates who pass the first application review round will be invited to interviews on the week of April 16, 2023.

This position will remain open until filled and applications are reviewed continuously. We encourage applicants to apply as soon as possible as this recruitment may close at any time. If your online application was successfully submitted, you will receive an automatic confirmation email to the email address you provided. IF YOU DO NOT RECEIVE THE CONFIRMATION, please email CityCareers@sanjoseca.gov and we will research the status of your application. Please contact Human Resources at (408) 535-1285, or Human.Resources@sanjoseca.gov if you have any questions.

Job : General Administration

Schedule : Full-time

Employee Status : Regular

Job Type : Standard

Posting Date : Mar 15, 2023

Minimum Salary : 140,154.56

Maximum Salary : 226,257.20

Bargaining Unit 1: UNIT 99