CITY OF GLENDALE
Human Resources Department
613 E. Broadway, Room 100
Glendale, CA 91206
http://www.glendaleca.gov

INVITES APPLICATIONS FOR THE POSITION OF:

Chief Information Officer

An Equal Opportunity Employer

SALARY: $10,072.83 - $16,828.67 Monthly

OPENING DATE: 05/14/18

CLOSING DATE: 06/01/18

FLSA STATUS: Exempt

EXAMINATION TYPE: Open Examination

PROBATIONARY PERIOD: One year

PERS/PARS CONTRIBUTION: The applicable retirement contribution (PERS/PARS) is deducted from the listed salary/wage for employee's retirement benefits.

THE POSITION

The City of Glendale's Information Services Department provides exceptional leadership in information technology, with a focus on providing strategic direction on technology issues, responsibly managing the City's technology infrastructure and applications, while maintaining a high level of reliable service to the organization and community. The Department has made great strides in recent years in enhancing the City's technological infrastructure, while adapting to various applications necessary to effectively serve the organization's needs.

In serving the technology needs of a full-service City, which includes Police, Fire, Water & Power, Public Works, Community Services & Parks, Library, Arts & Culture and several other City departments, the Information Services Department has a full plate of responsibilities, requiring a leader with great insight, vision, technical knowledge, analytical skills and a strong customer service orientation.

The City is thus seeking a highly skilled, effective and innovative manager to serve as its Chief Information Officer to manage and oversee the Information Services Department. Reporting to the City Manager, this executive position is responsible for managing, directing and overseeing all functions performed by the Information Services Department staff in meeting the technological needs of the organization.

Essential functions of the job include, but are not limited to, the following:
Plans and manages centralized information technology services to City departments and offices including data center operations, network services, servers and end user devices, application acquisition or development and maintenance, end user support, telephone and mobile phone services, Public Safety and General Government radio network support, project oversight and contract administration for the City's technology vendors.

Exercises oversight authority, broad discretionary judgment and technical leadership to manage all functions and resources of the Information Services Department to achieve the Department's and the City's strategic goals.

Develops long-range planning, coordination, security and quality assurance efforts to integrate, coordinate and support all data systems and services within the City, and establish Department goals and objectives.

Evaluates technological and informational needs of the organization, makes recommendations and develops services to accommodate such needs.

Selects, develops and supervises principal subordinates and directs the selection, placement, training and supervision of other employees. Reviews and evaluates employees' job performance and effectively recommends personnel action. Sets job performance standards for employees and ensures that standards are met.

Communicates a vision and provides leadership to focus employees so they stay motivated and perform their best work. Champions the values of the organization through example.

Directs the provision of Information Services for internal and external customer support; ensures effective delivery of information services to user departments and the public. Develops and implements training and customer service programs to effectively and efficiently integrate, coordinate and support information services activities with other City departments.

Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors administrative and support systems; identifies opportunities for improvement; implements recommendations.

Conducts meetings with all user departments regarding the City's long and short-term Information Technology Strategic Plan; maintains an open line of communication with departments; uses a proactive approach to technology-related problems; recommends effective resolution to problems and provides alternatives to meet information system needs.

Manages the preparation of the Information Services Department budget. Monitors expenditures for accounts under Information Services oversight to ensure resources are used appropriately.

Coordinates the utilization of available resources to increase the efficiency of City services to the public and internal customers.

Develops strategic partnerships with community representatives, external agencies, and other organizations to develop a sense of relevant issues and represent the interests of the City.

Seeks strategic partnerships with other (public and private) agencies to leverage use of technological resources and increase access to government.

Maintains professional knowledge by attending seminars, reading professional publications, and participating in professional organizations.

Reviews and interprets Federal, State and local regulations relating to information services to ensure compliance.

Prepares written reports and makes oral presentations.

Works with all levels of City employees, City Council members and the public to identify information and process needs that can be addressed through information technology solutions; effectively communicates technical information to those with limited technical background. Coordinates and supports automated information systems, including a variety of business applications, appropriate to each City department within the City's overall automated information needs.

Maintains liaison with software and hardware vendor representatives to ensure satisfactory support and to develop timely information regarding new technology, and product roadmaps affecting City systems and operations.

Establishes City-wide standards, policies and procedures for hardware, software and technology services to ensure best use of City resources.

May drive on City business depending on the needs of the position.

Ensures Information Technology services are provided with the highest customer service and ethical standards.

Assumes responsibility for ensuring the duties of this position are performed in a safe, efficient manner.

Performs other related duties as assigned or as the situation requires.

MINIMUM REQUIREMENTS

Knowledge, Skills & Abilities
Knowledge of:
Best practices within IT management.
Contemporary desktop environments and appropriate applications.
Contemporary information services environments, hardware platforms and operating systems.
Current Federal, State and local legislation pertaining to information systems.
Customer information and billing systems.
Geographic Information System concepts.
Maintenance management systems and land record management systems.
Networking concepts and contemporary systems.
Principles and procedures of municipal management, organization, function and operations.
Principles of management, supervision and training.
Public record management systems and practices.
State-of-the-art information services to serve the purpose and needs of the City.
System and data integration concepts.
Telephone systems including mobile and Voice Over IP (VoIP).
Trunked two-way radio system architecture and support.
Wireless systems technologies.

Skill in:
Applying common sense and logic in decision-making.
Contract negotiation and administration.
Employee development strategies.

Ability to:
Analyze trends and problems and develop long-range plans.
Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
Apply economic analysis to creating and evaluating business cases for technology use. Ability to creatively apply new media, such as social networking and mobile technologies to City service delivery.
Build consensus and act as a facilitator.
Deal with all levels of employees, City Council members and the public.
Develop and maintain positive and effective interpersonal and working relations.
Develop necessary skills from on-the-job training and meet the standards of performance for the classification by the end of the probationary period.
Effectively promote and manage workplace diversity issues in a diverse organization.
Effectively represent the Information Services Department to the organization.
Effectively supervise and train subordinates.
Establish high performance expectations for the Department and effectively communicate and follow through with such expectations.
Foster a teamwork environment.
Make effective presentations before groups of people.
Make effective use of a variety of consultants.
Model and practice the highest standards of ethical conduct.
Plan and prepare effective written reports and oral presentations.

Plan, organize and prioritize projects.
Provide executive leadership.
Provide exceptional customer service to the public and internal City employees.
Review and evaluate employees' job performance and effectively recommend personnel action.
Run a successful Information Services Department within a given budget.
Stimulate professional growth and development of Information Services employees and maintain
 an atmosphere of appropriate progress and utilization of technology.
Think strategically about the use of IT to help solve city business problems.
Work with minimal direction.

Other Characteristics
Willingness to:
Work necessary hours and times to accomplish goals, objectives and required tasks.
Assume responsibility for maintaining a safe working environment.
Initiate, recommend and carry out personnel actions.

Enthusiasm for the continued evaluation of the technological needs of the Glendale organization,
 and the assurance of on-going assistance and service to meet those needs.

Fully embraces the value and merits of a well-qualified, diverse workforce that is generally
 reflective of the surrounding labor market.

Experience
Eight years progressively responsible administrative or managerial experience in an information
 services environment. Public sector experience is desirable.

Education/Training
A Bachelors degree in Information Systems, Computer Science, Public Administration, Business
 Administration, or a related field. A Masters degree is desirable.

License(s)/Certification(s)
Valid California Class C driver's license.

Note
An equivalent combination of experience, education and/or training may substitute for the listed
 minimum requirements.

This position will be subject to a 1.5% salary adjustment effective the commencement of the first
 pay period occurring after July 1, 2018 bringing the new salary range to $10,223.92 -
 $17,081.10.

SELECTION PROCESS

The examination will consist of an evaluation and two oral assessment panels. Weight will be as
 follows: Evaluation – qualifying; Oral Assessment Panels – 100%. The Evaluation will consist of a
  review of each candidate's qualifications including professional experience, education,
 certifications and other suitable training, based on submitted materials, necessary to determine
 the most highly qualified and suitable candidates for this position. The recommended group of
 finalists will participate in two Oral Assessment Panels. The Oral Assessment Panels will consist of
 a Professional Panel (50.00%) and an Internal Organization Panel (50.00%).

The Professional Panel will consist of Information Technology and Management professionals from
 other jurisdictions. The Internal Panel will consist of City of Glendale Executives and Employee
 Association representatives. The Oral Assessment Panels evaluate the candidate's qualifications,
 professional accomplishments, goals, leadership abilities, compatibility and overall likelihood of
 success in this position.

Candidates must achieve a minimum passing score of 70.00% on each test part (each interview
 panel) to have their names placed on the eligible list.

The City of Glendale reserves the right to modify the above stated examination components

and/or weights. Should this be necessary, the candidates will be notified of the specific examination components and weights prior to the administration of any examination. The selected candidate will be subjected to a background check including Livescan fingerprinting.

TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED. The City of Glendale conforms with State and Federal obligations to make reasonable accommodation for applicants and employees with disabilities. The Human Resources Department asks that it be advised of special needs at least five days prior to the first test part so that a reasonable accommodation may be made. The provisions of this bulletin do not constitute an express or implied contract. In compliance with the Immigration Reform and Control Act of 1986, the City of Glendale requires that all new employees provide documentation to establish both work authorization and identity.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT: http://www.glendaleca.gov	Job #18-00000 CHIEF INFORMATION OFFICER

Chief Information Officer Supplemental Questionnaire

* 1. Tell us about your current position. In your response, include a general description of your responsibilities, the type and size of the organization, the total number of staff you oversee (both direct and indirect) and any specific budgetary responsibilities. (Please limit your response to 3-4 paragraphs.)

* 2. Discuss your experience in each of the following areas listed below. In your response, include the years of experience and employer. Emphasize any relevant governmental experience if applicable. • PC Support • Network Administration • Applications Support, including ERP System Management • Wireless Systems (radios, smart phones, etc.) (Please limit your response to 3-4 paragraphs).

* 3. Change management is typically a large obstacle in any system implementation or upgrade. Tell us how you have successfully overseen or dealt with change management. (Please limit your response to 3-4 paragraphs.)

* 4. Discuss your approach to servicing the IT needs of multiple departments, each with their own diverse applications and needs. (Please limit your response to 3-4 paragraphs.)

* 5. If you currently work for a public agency or have worked for one in the last 5 years, please list your position title as well as your final monthly salary or hourly wage.

* 6. Within the salary range as identified on this bulletin, what are your salary expectations for this position?

* 7. How did you FIRST learn about this position?
   - ❏ City of Glendale Website
   - ❏ Visited Human Resources in person
   - ❏ Currently a City employee
   - ❏ Friend or relative
   - ❏ Saw job posting somewhere

❏ GTV6
❏ Twitter
❏ Other

* Required Question