



# ASSISTANT DIRECTOR / DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY

City of San Jose, 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 it takes to contribute?

The Assistant Director/Deputy Director of Information Technology 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 Director/Deputy Director must embody a passion for public service and have the demonstrated ability to deliver programs with speed and integrity. You will teach culture. You will mentor and sweat the details. You will have command of current technologies. You will collaborate and implement. And you will build a legacy in the success of civic technologies in elevating our community.

Achieving the City's lofty goals requires experience across a spectrum of operations, portfolio-product-project management, customer care, strategic to tactical planning, change management, and/or directing innovation initiatives. The successful candidate will lead teams, divisions, and projects in the Information Technology Department assigned by the City's Chief Information Officer in support of the Strategic Information Technology Work Plan currently in development.

The department is seeking a proven leader with a track record of change and innovation. The ideal candidate will be professional and able to step in for the CIO when needed, including negotiations, contract and vendor management, and presenting to City Council, Committees and Council-appointed Boards and Commissions.

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

### *Work Accomplishments*

- Effective coaching and mentoring of professional employees to contribute as engaged teams that successfully achieve performance goals.
- Successful experience implementing and maintaining major business systems, technical infrastructure, and service operations.
- Demonstrated ability to build and sustain teams that provide customer support with care, coordinate service delivery, and resolve root causes of issues.
- Demonstrated expertise managing contracts and vendors for professional, cloud/hosted, and project services—e.g., Microsoft SharePoint and Azure, AWS, Salesforce, Oracle, Infor, and implementations.
- Experience with establishing and managing to key performance-based metrics and KPIs.

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## *Typical Qualifications*

### Applied Education and Training

- At least six (6) years of senior technology executive experience or IT consulting practice leadership for organizations of significant scope, that includes five (5) years of applied experience with enterprise/application architectures, broad IT portfolio management, SDLC, and solution implementations.
- Current recognized certifications such as PMI PMP or PgMP, LEAN, ITIL, COBIT, Six Sigma, TOGAF, and/or similar methodologies strongly 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, San José is the nation's tenth largest city and the largest city in Northern California, with an ethnically diverse population of more than one million. San Jose is at the heart of Silicon Valley, a global center of technology innovation that has changed the way the world lives, works, and plays. San José is home to one of the largest concentrations of technology expertise in the world, with more than 6,600 technology companies, powered by one of the most highly educated and productive populations in America. High tech companies with corporate headquarters in San José include Samsung, Adobe and eBay.

San José's quality of life and rich cultural diversity are unsurpassed. The City enjoys an average of 300 days of sunshine each year. Situated between the beautiful Diablo and Santa Cruz mountain ranges at the south end of San Francisco Bay, San José's central location is a gateway to amenities and adventures throughout Northern California. The City is readily accessible to the beaches along the California coast, including Monterey and Carmel, as well as to Yosemite and Lake Tahoe and to the rich cultural life of the entire Bay Area region. San José's professional sports teams include the Sharks (men's hockey) and the Earthquakes (men's soccer). Universities in and near San José include San José State University, Santa Clara University, Stanford University, University of California at Berkeley, University of California at San Francisco, and University of California at Santa Cruz.

Under Mayor Sam Liccardo's leadership, the City has developed a Smart City Vision with five key areas of focus to make the city safer and sustainable by leveraging technology to make it more inclusive and user friendly, and a platform for impactful and transformative technologies to shape how we live and work in the future.

## CITY GOVERNMENT

The City of San José operates under a council-manager form of government and is a full-service Charter City. The City Council consists of ten council members elected by council district and a mayor elected at large. Department directors are appointed by the City Manager with confirmation by the City Council.

The City of San José has a FY2016-17 total budget of \$3.2 billion. The City employs approximately 6,100 full-time employees. For more information about the City of San José, please visit the City's website at [www.sanjoseca.gov](http://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 enable the service delivery of its customers through the integration of citywide technology resources. ITD consists of four core service areas: Enterprise Technology Systems and Solutions, Information Technology Infrastructure, Customer Contact Center, and Strategic Support.

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 FY2016-17 Total Budget of \$22.3 million and 82.5 authorized positions.

## COMPENSATION

The salary range for Assistant Director is \$116,596 to \$181,750 and the Deputy Director is \$108,404 to \$168,861. The title of the position hired will be dependent upon the qualifications and experience of the selected candidate. In addition, the City of San Jose provides excellent benefits, which include:

- Retirement Plan – The City has its own defined benefit retirement plan with full reciprocity with CalPERS; defined contribution plan available as an option. More information is available regarding the plan.
- Health Plan – The City contributes 85% towards the premium for the lowest cost plan. There are several plan options.
- Dental Plan – The City contributes 100% of the premium of the lowest cost plan for dental coverage.
- Life Insurance – The City provides a term life insurance policy equal to two times annual salary. Long-term disability and AD&D plans are optional.
- Leave – Generous vacation, executive leave, and holiday package.
- Deferred Compensation – The City offers an optional 457(b) plan.
- Savings Plan – Tax deferred medical and dependent savings plan.
- Additional Programs – Accident insurance, long-term disability insurance, and employee assistant programs are also available.

## HOW TO APPLY

Please apply on-line at [www.allianceRC.com](http://www.allianceRC.com) immediately. For assistance, questions and inquiries, please contact:

Sherrill Uyeda or Cindy Krebs

### ALLIANCE RESOURCE CONSULTING LLC

400 Oceangate, Suite 480  
Long Beach, CA 90802

Telephone: (562) 901-0769

E-mail: [suyeda@alliancerc.com](mailto:suyeda@alliancerc.com)  
[ckrebs@alliancerc.com](mailto:ckrebs@alliancerc.com)



<http://twitter.com/Alliancerc>



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