



  
**ALLIANCE**  
RESOURCE CONSULTING LLC

**City Chief Information Officer/Executive  
Director, Department of Technology  
City & County of San Francisco, CA**

# City Government

The City and County of San Francisco (City) is a consolidated city-county. It is the only such consolidation in the state of California. The City's Mayor is elected for a maximum of two four-year terms. The Mayor appoints most City and County officials, prepares the budget, and oversees City departments. The eleven-member Board of Supervisors passes legislation and approves budgets. Because it is a combined city and county, San Francisco includes departments typical of both - a large hospital and public health system; human services; and police, fire, and sheriff's departments. Other unique functions include a port, an international airport, water and power utilities, and public transportation.

## The Department

San Francisco is proud to be a global leader in the delivery of government services and is eager to incorporate the next generation of technologies. Working together with City leadership and City departments to tackle the greatest challenges, the Department of Technology (DT) plays a pivotal role in utilizing technology to make the City a better place to live.

DT is the City's centralized technology services provider delivering technology infrastructure and services to approximately 33,000 employees. With an annual operating budget of over \$160M and approximately 260 employees, as well as contractors, DT provides services through the following Department divisions:

- ▶ IT Project Management Office
- ▶ Enterprise Application Services
- ▶ Cloud Center of Excellence
- ▶ IT Operations and Support including the Service Desk and NOC
- ▶ City Infrastructure including the Network, Telecom and Data Centers
- ▶ Office of Cybersecurity including Cyber Defense, Identity Management and Disaster Recovery
- ▶ Public Safety Systems and Municipal Broadband Fiber
- ▶ SFGovTV Broadcasting Services
- ▶ IT Finance and Administration Services

The Department has a hybrid work schedule.

For more information, please visit: <https://www.sf.gov/departments/department-technology>

## The Opportunity

The City's Chief Information Officer (CIO) reports to the Mayor with functional reporting to the City Administrator and provides citywide technology vision and leadership while also serving as the Executive Director of DT. The CIO advises the City Administrator, the Mayor's Office, and the Board of Supervisors with primary responsibility for enhancing operations through the use of best practices and unified standards. This position is exempt from Civil Service rules and serves at the discretion of the Appointing Officer.

The next CIO/Director of DT will inherit a department and team which has thrived in making positive citywide impacts while also improving Department credibility. This Department has survived the challenges of the COVID-19 pandemic, supported the exciting Asia-Pacific Economic Cooperation (APEC) Leaders' Week international event, and delivered operational stability to ensure that the City's core technology infrastructure is resilient and reliable. The incoming CIO will be expected to continue this upward trajectory towards providing top service delivery while maintaining an ongoing review of processes within the Department.

The top priorities of the new CIO will be:

- ▶ **Dedicated Leadership** – Connect and build confidence with Department staff. Mentor, coach, and empower staff while developing a succession plan. Align individuals with smart staffing and roles that can be leveraged across various projects. Foster a culture of inspiration, innovation, collaboration, achievements, and continuous improvements.

- ▶ **Operational Excellence** – Direct the transformation and expansion of City infrastructure to the cloud and achieve operational effectiveness, cost savings and economies of scale. Most importantly, ensure robust cyber security extends to all edges and to all service providers. Ensure operational efficiencies, resiliency, and shortest time to recovery for outage incidents. The DT infrastructure underpins all municipal systems, making outage prevention a paramount objective.
- ▶ **Planning and Policy** – Continue to develop new policies and programs that focus on citywide initiatives that address emerging issues. Forecast internal needs as well as regional and national trends with an eye on new technologies and how they can be introduced to the City. Be clear on DT’s prioritization on technology initiatives, review operations and continue to address redundancies that may exist. Conduct analytical reviews on projects which need the most investment.
- ▶ **Budgeting and Financial Management** – Understand DT’s procurement and complex charge back process and lead the Department in the annual budget process. Advocate for smart sizing the size of the workforce and identify additional streams of funding through work orders, grants, and bonds. DT has a lean budget and the need to create a more sustainable business model is essential.
- ▶ **Project Management** – San Francisco is about to embark on several large-scale projects and IT expansions pending additional grant funding (e.g., cyber security, fiber infrastructure, smart buildings, emergency preparedness, and incorporating AI). Leverage the DT Project Management Office to create more structure and areas of accountability to improve the portfolio management. Spearhead the drive for ongoing process improvement.
- ▶ **Effective Collaboration** – Develop engaging relationships with colleagues, employees, labor partners, and community partners. Navigate the City’s complex business processes to achieve end goals for both DT, the City, and the community. Have an active and open partnership between DT and the 20 plus City department IT Directors and CIOs. Break down inter-city silos to focus on common goals. Maintain vendor relationships.
- ▶ **Customer Service** – Ensure excellent service delivery, especially to the smaller City departments who rely on DT’s guidance and application support. Be considerate and concerned about how technology can bring value to the stakeholders and help problem solve their challenges.
- ▶ **Communication and Employee Engagement** – Stay abreast of new ideas and possible shared resources as well as conflicts, challenges, and potential issues that may positively or negatively affect the City. Keep City executives informed in a timely manner. Understand the complexity of managing DT while also being a strategic partner to the City’s other department CIOs. Deliver coaching and open communications that promote employee engagement and create an environment where transparent and honest dialogue is encouraged. Foster a culture where employees feel empowered to share their ideas, concerns, and feedback while cultivating a sense of belonging and trust to boost employee engagement.



# The Ideal Candidate

The ideal candidate will be a proven leader with a demonstrated ability to manage effectively within a complex organization, an outstanding track record of accomplishments in policy making, organizational review and change management as well as strategic plan implementation. This person will be driven by practical innovation, smart initiatives, excellent customer service, and an understanding of how to make city government more robust, responsive, and effective in serving the community. The ideal candidate will be confident, down to earth, and able to build bridges. This person will be trustworthy and able to achieve buy-in, while also being open to other's perspectives and new ideas. This person will have the vision, energy and passion for delivering technology throughout the City organization. Lastly, the ideal candidate will embrace this opportunity to lead a dedicated workforce for several years.

The ideal candidate will have the following education and experience:

- ▶ A bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, engineering, or a related field is required. A master's degree is highly desired.
- ▶ A minimum of ten years of increasingly responsible experience including significant executive-level responsibility for the management of people and the implementation of complex systems and programs, combined with strong knowledge and familiarity with operating budgets of similar scope and magnitude, funding sources, and strategic planning/initiatives.
- ▶ Public presentation skills and outstanding interpersonal communication skills are also required.
- ▶ Working with elected officials, diverse stakeholders, and vendors. Experience working with labor unions is a plus.

Candidates from the public and private sector will be considered.

## Compensation

The normal annual salary range is up to \$307,580. Appointments above the maximum of the normal range may be considered based on documented and substantiated recruitment and retention issues or exceptional skills.

In addition to a competitive salary, the City offers a comprehensive benefits program including medical and dental insurance; retirement plan; deferred compensation plan; long-term disability plan; life insurance; 12 paid holidays per year; 5 floating holidays; 10 to 20 vacation days per year depending on years of service; and 5 days of paid executive leave per year.

For additional information regarding City benefits, visit: <https://sfdhr.org/mea-miscellaneous-benefit-summary>

## How to Apply

Please apply **on-line as soon as possible** at [www.allianceRC.com](http://www.allianceRC.com). Candidate applications will be reviewed as they are submitted. Alliance Resource will begin candidate screening interviews around **March 29, 2024**. The City/County of San Francisco anticipates conducting first-round interviews in late April 2024. For questions, inquiries, or candidate recommendations, please contact:

Sherrill Uyeda  
Office: (562) 901-0769 x331  
E-mail: [suyeda@alliancerc.com](mailto:suyeda@alliancerc.com)

Cindy Krebs  
Office: (562) 901-0769 x336  
E-mail: [ckrebs@alliancerc.com](mailto:ckrebs@alliancerc.com)

### Alliance Resource Consulting LLC

1 Centerpointe Drive, Suite 440  
La Palma, CA 90623

LinkedIn: <https://www.linkedin.com/company/alliance-resource-consulting>

*The City/County of San Francisco encourages women, minorities and persons with disabilities to apply. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy.*