

County of Marin, California



*"The power of imagination
makes us infinite." —John Muir*

CHIEF ASSISTANT DIRECTOR INFORMATION SERVICES & TECHNOLOGY DEPARTMENT

MARIN COUNTY, CALIFORNIA

Salary: \$157,726 – \$173,867 Annually, DOQ/DOE

The Information Services and Technology Department (IST) seek to fill a newly created position and second in command, Chief Assistant Director. Successful candidates will have experience managing the business of information technology, strong fiscal and business acumen, proven leadership experience, and excellent communication and customer orientation skills. This is a great position for the candidate who is looking to work for an innovative County and organization that have the resources and skills to advance the County to the next generation of information technology.



COUNTY OF MARIN



IST is the backbone of technology services for the County and our mission is to “...provide strategic vision, leadership, and successful technology solutions for the County of Marin.” Our agency works closely with other County departments to achieve their business goals and deliver products and services designed to make optimal use of County resources, and IST is part of the Administrative Services team which drives countywide policy and decisions. IST manages a state-of-the-art data center that supports all county locations, public libraries, as well as the geographic information system; MarinMap. We have a top tier document management system, a new ERP system, and the COMET project—an information system which supports Community Development Agency’s Code Enforcement, Environmental Health, Planning, and Building functions. In addition, we have other innovative systems including: an automated fire detection systems; GPS in fleet vehicles; and more.

IST is a legacy IT organization in the process of modernizing through current standards and best practices. We are a Department with a unique culture that is ripe for change, with engaged clients, county administrator, and employees. The County supports a hybrid between centralized and decentralized IT systems. We have a large portfolio of in-house developed business application software. Below are a few key accomplishments, future goals and challenges:

RECENT ACCOMPLISHMENTS

- ▶ Built new state-of-the-art data center
- ▶ Established a project management office
- ▶ Developed a responsive website design (device aware)

FUTURE CHALLENGES

- ▶ Need a succession plan—one in three staff in the County are projected to retire in the next five years
- ▶ Constant challenge of adapting to emerging technologies
- ▶ Reorganize the department for future success

FUTURE GOALS

- ▶ Develop and implement methods of service delivery to County employees and the public including increased self-service, mobile apps, open data, online forms and payments, electronic signatures, new intranet design, and cloud collaboration suite
- ▶ The changing role of IT in the organization including a more strategic focus, streamlined processes, flexible staffing, becoming more of a consultative partner, improving responsiveness and adaptability to new technologies
- ▶ A new focus on security to include a coordinated Countywide effort where security is everyone’s responsibility, implementing comprehensive policies, and building a more robust and resilient infrastructure



THE JOB

This is an at-will, executive level position that reports directly to the CIO and acts as the Department Director in his absence. This position is in charge of the technical services area, infrastructure and the data center, and provides administrative oversight and policy direction to the various divisions and organizational units within the Department. The Chief Assistant Director assists with fiscal management of a \$20 million budget, and oversees four direct staff, including one Deputy Director and two enterprise system managers, and a total indirect staff of 50 in a department of approximately 100 employees. This position will build trust with internal and external staff, clients and partners, be a trusted right-hand person to the Department Director. Job responsibilities include these core business functions managed under this position:

Technical Services: Data Center / Data Network including: Telephone Services and Customer Support—Help Desk and Service Agreements (this is a group of 4 staff supporting 3 departments on site)

Shared Services: Project Management Office (PMO), Quality Assurance, Communication, Training, Organizational Change Management (to be developed)

Business Office: Administration, Budget/Finance, Payroll, Human Resources, Contracts, Software Licensing, Logistics

IDEAL CANDIDATE

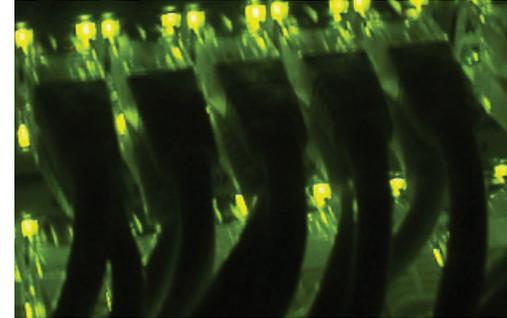
The IST Department is in the business of change and the CIO is looking for a partner to help move the organization into and through change. The ideal candidate has a strong background in the leadership and management of information technology with a desire to work in an organization where technology is woven into the very fabric of everything the County does. Strong IT and business acumen, results orientation and excellent communication skills are a must, as is an ability to work enthusiastically in a constantly changing environment. Experience in successful IT customer service, fiscal management, and strategic planning are key. This candidate should also be well versed in today's most prevalent technologies and IT architectures and will have achieved results in several IT disciplines. This person is a leader first and someone passionate, innovative, and collaborative. ***And, will have the skills, knowledge and ability to...***

Leadership / Communications / Customer Service

- ▶ Successfully lead a dynamic and talented staff, and be engaged and interested in their professional development and advancement
- ▶ Identify staff strengths and opportunities for growth to maximize productivity while providing growth opportunities
- ▶ Be an influential leader, who inspires others, and possesses skill and courage to move projects forward past challenges and barriers
- ▶ Have a strong customer orientation and achieve client goals through innovation and technology
- ▶ Be a transformational thinker and leader, bring in new ideas and effectively work in a team environment
- ▶ Use effective communication skills and political savvy to work with other County leaders and elected officials
- ▶ Assist with planning and implementing strategic direction for the department—implementing policies, priorities, goals and objectives
- ▶ Advance an organizational culture that attracts and retains talented staff
- ▶ Communicate effectively, and give presentations in group or public forums

Business Acumen / Administration / Operations

- ▶ Align self and professional priorities with the business strategic plan
- ▶ Work effectively with limited resources and get the most for our dollar
- ▶ Assist with fiscal management of a \$20 million dollar Department budget
- ▶ Oversee contracts, vendor relationships and personnel issues
- ▶ Lead staff who oversee projects, quality assurance, control, architecture and strategic planning
- ▶ Oversee and report on day-to-day Department operations
- ▶ Coordinate standards, best practices and ongoing compliance needs related to local, state and federal mandates
- ▶ Work closely with legal counsel, human resources and other County agencies to advance countywide projects and mitigate complex issues





Technology

- ▶ Assist with developing short- and long-range IT needs and resource requirements
- ▶ Be a valued partner in assisting the County to remain at the forefront of the rapid pace of changing technology
- ▶ Understand the technical experts to build effective client solutions
- ▶ Evaluate systems, architecture and programs and recommend adjustments as needed
- ▶ Monitor changes in technology, evaluate risk and impact on the County, and provide appropriate recommendations for new technology

Interpersonal

- ▶ Balance technological savvy with strong interpersonal skills to communicate effectively and build trust with all levels in organization.
- ▶ Be self-directed, motivated, detail oriented, and flexible
- ▶ Be a big picture thinker and provide successful executive reviews

Employment Standards

In addition to the above ideal candidate competencies, below are minimum qualifications and preferred experience:

- ▶ Any combination of education and experience equivalent to graduation from a four-year college or university with major coursework in computer science, information technology, business or public administration, or a field related to the work and five years of experience managing information technology systems.
- ▶ Three years of experience should include senior-level management experience and oversight of multiple information technology functions such as design, development, operations or administration of a complex application and network systems in a multi-platform environment
- ▶ Leadership experience in major systems change, organizational restructuring, work-process reengineering and public sector management is highly desired

“Technology has continued to bring the world closer together and increased the horizons of each individual as never before.”

—Rohan Kahr



THE COUNTY

This diverse organization strives to uphold a set of core values: respect, trust, integrity, diversity, equality, excellence, accountability, innovation, and collaboration. These values help to maintain and enhance public trust and helps achieve high quality service outcomes. The County is committed to being a well-managed organization that relies on the talents of its workforce to succeed. The County of Marin is comprised of 23 agencies and departments with a workforce of approximately 2,100 employees and an operating budget of \$519 million (FY15/16). The County is governed by the Board of Supervisors, which is made up of an elected representative from each of the five voting districts in this general law County. See the County's website at www.marincounty.org for additional information



COMPENSATION & BENEFITS

The County of Marin offers an attractive compensation and benefits program. The salary range for this position is **\$157,726–\$173,867** annually DOQ/DOE, and competitive benefits program includes:

Retirement (37 Act): new employees 2% @ 62 for new employees and reciprocity with CalPERS

The County does not participate in Social Security except for the mandatory Medicare contribution

Insurance: cafeteria-style benefits plan that allows employees to choose from a variety of health, dental, vision, life, and long-term disability insurance plans

Leave Allowances: generous vacation, personal, management, and sick leave benefits plus 11 paid holidays annually

Deferred Compensation—tax deferred 457K plan which employees may contribute to enhance their retirement

HOW TO APPLY

*Apply by August 28, 2015
for first consideration.*

- Email your cover letter and resume to:
wendi@wbrowncreative.com
or
- Fax to: **866.224.1423**

Contact Wendi Brown
with questions:
541.858.0376 (direct), or
866.929.WBCP (toll free)