

DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY

IT DEPARTMENT

CITY OF MILPITAS, CALIFORNIA

SALARY: \$162,180–\$207,692 DOQ/DOE

THE CITY OF MILPITAS IS SEEKING A DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY to lead the IT Department in spearheading innovation, growth, and exceptional customer service! The Deputy Director will assist the Director in overseeing 14 staff and an approximate budget of \$5.5 million. The ideal candidate for this position will have strong leadership skills and will be a mentor and motivator, recognizing staff and developing them in their roles. They will be a hands-on working manager with a desire to work collaboratively, not just administratively—with a genuine enthusiasm for solving technical problems and advancing technology city-wide. They will also communicate and collaborate with other departments, executive leadership, and the City Council. The Deputy Director will streamline technical processes across departments to improve efficiency, reduce redundancies, and enhance synergy. Technically, they will have a strong understanding of management information systems, network design, telecommunication, hardware and software implementation, and information security and effectively evaluate and improve service delivery. The Department is leading several innovative projects for the City of Milpitas—including NEW public safety mobile computers, cybersecurity upgrades, new AV equipment design and installation, and ERP and HRIS technology updates. Join us and work at the forefront of public sector IT innovation *and apply today!*





THE COMMUNITY & CITY

THE CITY OF MILPITAS IS A **PROGRESSIVE COMMUNITY** within the high-tech Silicon Valley region. Home to technology giants such as Google, Apple, Microsoft, Facebook, eBay, and more, this region is the center of technology and innovation and is an idyllic location to work, live and raise a family. Milpitas is roughly 45 miles south of San Francisco and 38 miles from Santa Cruz and the Pacific Coast, where you can enjoy sailing in the summer and downhill skiing in the winter. The close proximity to beaches, mountains, and city life provides a year-round calendar of great things to do, including surfing, festivals, concerts, theatre, snow and water skiing, biking, hiking, fishing, and much more.

With a diversified resident population of over 81,000, Milpitas is the 8th fastest growing city in the United States and the 2nd fastest growing in California. Home to an industrious and well-educated community with an average household income exceeding the County average, the homeownership rate is close to 70%, and Milpitas' housing market remains affordable relative to the majority of Santa Clara County. Milpitas is a full-service City, including water and sewer utilities, police, and fire services. The City's Adopted FY 23-24 budget is \$231.9 million, and it has over 450 full-time employees.

THE DEPARTMENT

THE INFORMATION TECHNOLOGY (IT) DEPARTMENT supports the mission of the City by providing innovative, reliable, secure, and cost-effective technology services in the areas of telecommunications, data processing, desktop support, Geographic Information System (GIS) and technology systems management. The Department provides key services to all City departments, including IT Strategic Planning; IT Project Management; Technology Contract Management; Development Services; Servers and Application Support; Infrastructure Support; Public Information; Security Access and Control; GIS; and Helpdesk. The Department also supports the 9-1-1 dispatch system for public safety response. The Department is led by the IT Director, who oversees 14 full-time staff, along with a budget of approximately \$5.5 million.

THE JOB

THE DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY plays a crucial role in helping guide the Department's strategic direction and ensuring the successful execution of innovative projects. To ensure seamless operations at all times, the Deputy Director may also assume leadership duties in the absence of the IT Director. This role serves as a key liaison between the IT Department and other City departments, executive leadership, and the City Council in key decision-making, goal-setting, and IT strategic plan implementation. The Deputy Director will ensure that critical technology support is provided at each City Council meeting and support commissions. The duties of this position include continually evaluating the service level, working with each department to understand and ensure the technical needs of each department are assessed and addressed in a timely manner, tracking the effectiveness of technology updates, and suggesting new ideas for upgrades and innovations. The Deputy Director will provide resources to the IT staff and guide the team so that they continue to learn and maintain relevant expertise in their respective areas.

Beyond day-to-day technical support and oversight, the Deputy Director will lead the team in the implementation of projects. The Deputy Director will act as a hands-on project manager who is in tune with the staff workload, helps solve problems as they arise, and actively celebrates and recognizes success. Primarily a Microsoft Windows and Cisco network and telecommunications environment, the City's IT team is responsible for approximately 140 virtual servers across two data centers, 650 workstations, and an extensive portfolio of business applications.

EMPLOYMENT STANDARDS

- **Education:** Graduation from an accredited college or university with a bachelor's degree or higher in Computer Science, Information Systems, Business Administration, Public Administration, Mathematics, or a closely related field.
- **Experience:** Minimum of six (6) years of experience in the field of technology with three (3) of those years in a managerial assignment overseeing complex information systems and business processes; *experience must demonstrate familiarity with current and future applications of information technology and trends in the field of information technology.*
- Possession and maintenance of a valid California Driver's License.

Special Requirements

Work may be performed at irregular work hours, including days, nights, weekends, and holidays.



THE IDEAL CANDIDATE

THE IDEAL CANDIDATE WILL BE AN ENGAGING yet easy-going leader with a strong technical background and passion for technology and innovation. They will be able to keep calm in times of stress and provide mentorship during major project implementation. The successful candidate will have a process improvement mindset, continuously seeking new ways to refine processes and enhance the user experience. They will also be a strategic thinker, looking for opportunities to track progress and communicate project effectiveness to the Director and the supportive and highly engaged City Council. The ideal candidate will be a technically experienced IT professional – with an understanding of industry standards, such as ITIL, NIST, and ISO; emerging technologies in the public sector space; and the principles of managing an IT team effectively. Public safety support experience is ideal.

Core competencies for this position include:

- ▶ **Communication:** Articulates ideas quickly, with the ability to explain complex technical concepts with ease in both verbal and written communication.
- ▶ **Learning Agility:** Fosters a culture of curiosity and calculated risk in the Department, continuously trying new processes and entertaining new ideas.
- ▶ **Team Management:** Clearly communicates project expectations and goals to the team, assigning roles based on strengths, and provides guidance and support.
- ▶ **Technical Expertise:** Capably solves high-level technical problems.
- ▶ **Customer Service Orientation:** Seeks improvement in order to serve the customer effectively—ensuring that the City is run smoothly and efficiently.
- ▶ **Relationship Building:** Establishes and maintains informal, relaxed, and strong working relationships.



EXCITING PROJECTS & OPPORTUNITIES

- ▶ Enterprise Resource Planning (ERP) Implementation
- ▶ Human Resources Information System (HRIS) Implementation
- ▶ Permitting/Land Management System (LMS) Implementation
- ▶ City Council Audio-Visual System Upgrade
- ▶ Public Facilities Audio-Visual System Upgrade
- ▶ Mobile Data Terminal (MDT) Replacement for Public Safety
- ▶ Cybersecurity Program Enhancement

Desired certifications could include any of the following:

- ▶ Project Management: PMP
- ▶ IT Governance: ITIL, CGEIT
- ▶ Security & Risk Management: CISSP, CISM, CRISC, Security+
- ▶ Cisco Certifications: CCNA, CCNP, CCIE Networks
- ▶ Microsoft Certifications: Azure Admin, Azure Security Admin, Enterprise Admin



SALARY & BENEFITS

ANNUAL SALARY: \$162,180–\$207,692 DOE/DOQ,
and an attractive benefits package that includes:

RETIREMENT/PENSION.

Membership in CalPERS (2% at 60 or 2% at 62 with three-year average salary). City of Milpitas employees do not participate in Social Security but do contribute to Medicare.

MEDICAL INSURANCE.

Choice of CalPERS Medical Plans. City pays coverage up to the Kaiser rate (currently \$2,655.67/month for family). Employees who waive health coverage are eligible to receive \$250 per month in lieu of medical plan coverage with proof of other coverage.

RETIREE MEDICAL.

Employees are eligible upon CalPERS retirement from the City to receive up to 100% retiree medical coverage (currently based on the Kaiser health rate), based on years of service.

DENTAL & VISION.

City provides full family coverage for Delta Dental and MES Vision at no cost to the employee.

DEFERRED

COMPENSATION. City contributes \$75 per month on the employee's behalf.

LIFE INSURANCE.

City provides \$50,000 term policy. Supplemental employee-paid life insurance is available up to \$500,000, based on carrier acceptance.

DISABILITY INSURANCE.

Short-term and long-term plans available.

VACATION. 16–36 days of vacation based on years of service.

HOLIDAYS. 12 paid holidays + one floating holiday per year.

SICK LEAVE. 12 days per year.

MANAGEMENT

INCENTIVE PAY. 5 hours of Management Incentive Paid Leave for each full pay period worked.

TUITION

REIMBURSEMENT. Up to \$3,000 per fiscal year in tuition reimbursement.

FLEXIBLE WORK

SCHEDULE: Option to work remote Fridays.

FITNESS PROGRAM. Free access to City-sponsored sports and fitness programs.

HOW TO APPLY

For first consideration, apply by **FEBRUARY 9** at:

WBCP JOB BOARD



SECURE THE DATES

Round one interviews will be held virtually on **MARCH 1**. Finalists will move forward to round two, in-person interviews on **MARCH 8**. Selected candidates must be available for both dates.

QUESTIONS?

Please contact your recruiter, Terri, with any questions:

terri@wbcpinc.com

866.929.WBCP (9227)
toll free

805.450.8296 direct

