



METROPOLITAN WASHINGTON
Council of Governments

DIRECTOR, INFORMATION TECHNOLOGY

ABOUT COG

For more than 50 years, the Metropolitan Washington Council of Governments, known as COG, has helped develop regional solutions to such issues as the environment, affordable housing, growth and development, public health, child welfare, public safety, homeland security, and transportation. Founded in 1957, COG is an independent, 501c3 nonprofit association comprised of elected officials from 23 local governments, members of the Maryland and Virginia state legislatures, and members of the U.S. Congress. COG is supported by financial contributions from its participating local governments, federal and state grants and contracts, fee-for-service contributions, and donations from foundations and the private sector.

POSITION OVERVIEW

This is a management position with responsibility for planning and overseeing the operations of COG's information technology systems. The position encompasses the roles and responsibilities of a senior manager with overall oversight of information technology systems, networks, computer operations, and IT contracts. Work may also include oversight for COG's facilities management responsibilities for COG's office space. Work is performed under the general supervision of the Deputy Executive Director.

Responsible for the formulation of policy recommendations and establishment and maintenance of information technology standards, as well as the planning, programming, acquisition, installation and support of information technology systems, telephony, wired network, wireless network installations, and implementation of new systems including cloud technology.

SUPPORTING OUR VISION FOR THE FUTURE

COG's Region Forward is a commitment by COG and its member governments, who together seek to create a more accessible, sustainable, prosperous, and livable National Capital Region. COG's mission is to make Region Forward happen by being a discussion forum, expert resource, issue advocate, and catalyst for action.

**POSITION OVERVIEW** *cont.*

May also require briefings for COG Board of Directors or other COG committees on COG IT programs or regional IT initiatives.

SUMMARY AND NATURE OF WORK

The work is performed under broadly defined missions and functions and general administrative direction with little technical guidance. The employee exercises full and final accountability on all matters associated with completing work assignments including determining work to be performed and the methods used. The complexity of the work is reflected in the need for planning, directing, and integrating a broad range of information and telecommunication services. Interfaces and forms partnerships with internal staff, member jurisdictions and other stakeholders.

EXAMPLES OF INFORMATION TECHNOLOGY WORK

- Develops and oversees the implementation of long- and short-term strategic and operational plans for IT that align with MWCOG's strategic priorities, business needs and resource planning.
- Leverages and transcends the existing IT applications/infrastructure environment to a new, more modern architecture to support future strategy and evolving needs; to be inclusive of cloud technologies and solutions, data analytics, process improvements, cyber-security, etc.
- Builds best-in-class technology capabilities with innovative delivery models, appropriate to an organization of COG's size and scope, leveraging both outsourced and in-house service teams.
- Institutes and enforces information security measures that are relevant to how MWCOG operates, appropriately balances information assurance with ease of access to information necessary to job productivity, protects the information resources of the organization, ensures regulatory compliance, and provides leadership in the education of all staff on the ethical uses of those resources. Oversees the development and support of organizational-wide Disaster Recovery and Business Continuity Plans for IT assets.
- Leads an effective IT Team to ensure optimal performance and effectiveness. Oversees and supervises the activities of the team in the execution of all IT responsibilities.
- Develops, submits and manages the operational and budgetary requirements for technology solutions to support MWCOG's strategy and business needs. Submits regular progress reports to management in context of timeliness, performance, quality, and costs to ensure all projects are undertaken on time and to approved budget.

**SUMMARY AND NATURE OF WORK** *cont.*

- In close coordination with COG's Chief Financial Officer, oversees the development and implementation of the departmental operating and capital budgets, allocating resources to meet the departmental mission short and long-term. Oversees the selection and prioritization of the organization's capital expenditures for technology.
- Works with the Chief Financial Officer to develop financial business strategies as it relates to managing MWCOG's IT Infrastructure, Information Security, and Operations.
- Supports a culture of client service, continual improvement and collaboration within IT Services to effectively support the MWCOG's stakeholder community.
- Coordinates the training and education of all MWCOG's employees on the proper and optimal use of enterprise technology resources, including the areas of security and information assurance.
- Manages the design, planning, operation, security, and day-to-day operations of MWCOG's on-premise and cloud-based datacenter infrastructure, network, servers, switches, and all data communications internally and with entities outside the agency.
- Directs and manages the design, development, and implementation of processes, policies, and procedures necessary to support the optimal delivery of information services of the IT infrastructure.
- In support of and coordination with COG's Senior Management team and respective departments and offices, develops, manages, maintains and evaluates current state-of-the-art information technology hardware, software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems.
- Provides recommendations to best leverage cloud-platform capabilities; implements a smooth transition of premise-based systems to cloud-based operations.
- Lead cross functional teams to implement projects in support of both internal operations and external member engagement. Partners with cross-functional business leaders and end users to create a vision for how technology can be a competitive differentiator for MWCOG.
- Develops an innovative but realistic technology roadmap aligned with current and future needs of MWCOG to best serve its members and stakeholders.
- Oversees the daily operation of COG's IT infrastructure supporting COG's conference space and teleworking capacity to insure continuing high performance uninterrupted operations supporting staff and members.
- Performs other duties as assigned.



REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Comprehensive knowledge and experience with the design and use of information technology systems, financial management, and other administrative applications.
- Demonstrated success in implementation of cloud service providers, specifically in areas of security, email, telephony, and line of business applications.
- Ability to work with non-technical staff to design technology-based solutions that improve business processes.
- Extensive knowledge and experience with a wide variety of computer equipment, local and area-wide networks, telecommunications and office automation activities.
- Excellent knowledge of project budgeting, cost accounting, and contracting procedures.
- Demonstrated good judgment, oral and verbal communication skills, resourcefulness, and initiative.
- Proven experience leading innovative digital enterprise transformation and implementing modern technologies such as cloud, big data/analytics and emerging technologies to enable productivity and growth.
- Ability to leverage the work of out-sourced consultants, and members and other stakeholders in carrying out duties of COG's Director of IT.
- Strong leadership capabilities to interface with local government members, business leaders, other stakeholders.

EDUCATION AND EXPERIENCE

Must have extensive (10+ years) experience in information technology, telecommunications, or related field with at least 5 years in a senior management capacity which include responsibility for oversight of day to day and strategic direction of IT programs, projects, fund and budget administration, program planning, implementation and administration. Experience must include senior management experience in IT environment.

Master's Degree in Computer Science, Information Systems Management, Information Technology or a closely related field. An equivalent combination of education and experience may be substituted for a Master's degree.

Experience in the government, non-profit or membership association sector highly preferred.

Must have a strong customer service orientation and demonstrated ability to assess and evaluate needs while managing multiple tasks in a fast-paced environment. Must have supervisory experience and be able to work well with others at all levels. Must be able to prioritize requirement and responsibilities in an efficient and timely manner. Must have expert knowledge of information technology best practices.

Some experience in facilities management is preferred given the direct work of this position with matters relating to facilities and technology infrastructure.



GENERAL EXPERIENCE

Must have extensive hands-on experience in the following disciplines: strategic planning, requirements analysis, stakeholder management, and human resources administration including performance evaluations, hiring and training.

IT/COMPUTER KNOWLEDGE AND SKILLS

Must have excellent working knowledge of the principles of information technology system design and experience on the following:

- ITIL, COBIT, CCNA, Network+, Security+, MCSE, SSCP, CISSP, PMP or equivalent Certifications
- Working knowledge of Microsoft Windows environments, including Microsoft Active Directory, Domain Services, and Microsoft SQL Server.
- Extensive experience managing help desk and support services in a government-level environment.
- Several years' experience leading cross-functional teams in a technology-services delivery capacity.
- Experience in vendor management and large-scale IT outsourcing, with associated cost/budget accountability.
- Demonstrated experience leading Cloud/PaaS service-delivery teams, and prior experience working with leading Cloud services companies (e.g., AWS, Microsoft)
- Demonstrated experience developing technology-operations strategy, and organizing teams and vendor partners to deliver on that strategy.
- Experience managing organizational hardware, software, and cloud-based infrastructure at an enterprise level.

COMMUNICATION SKILLS

Ability to read, analyze, interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or board of directors.

SUPERVISORY RESPONSIBILITIES

Manages and supervises a team of technical staff which includes regular supervisory, technical and professional employees in the Information Technology office. Is responsible for the overall direction, coordination and evaluation of this unit. Also, directly oversees the work of contract and temporary personnel. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing; hiring, training employees, planning, assigning, and directing work; appraising performance rewarding and disciplining employees; addressing complaints and resolving problems.



CHARACTERISTICS OF THE IDEAL CANDIDATE

- Must be flexible, collaborative, a team/coalition builder, a skilled researcher and a problem solver
- Must have necessary skill and ability to manage employees and contractors and to stay up-to-date with new technologies
- Effective oral and written skills are needed to prepare reports and presentations to external and internal stakeholders – must have the ability to explain technical information to non-technical audience
- Should have hands on technology experience with complicated analytical systems combined with the ability to listen and understand the needs of the customers and multiple stakeholders
- Must be able to promote best practices and share them with other governmental CIO's
- Skilled at defining the IT needs of the organization, preparing reports, preparing budgets with proper justification and following through with implementation
- Skilled at contract development and administration and be able to acquire and manage IT contractors needed to meet COG's needs

Challenges & Opportunities

- Working in an organization which has over 200 computers which serves various functions/programs that assist members from DC/VA/MD Metro governments
- Ability to manage day-to-day operations with staff to ensure internal customers have data resources to maintain key services and operations
- Major projects include: network upgrade, website update, cloud migration, cyber security and more
- A current major office remodeling project requires the IT Director's support to ensure proper wiring of offices
- Understand how to work with internal and external stakeholders at the executive level (including Mayors, State Governors, Legislators, etc.)
- Ability to attract and manager outstanding outside technical expertise



SALARY AND HOW TO APPLY

The search is open until filled with the first screening of resumes on
Friday, March 22, 2019

The starting salary range is
\$126,184, to \$165,000
(Grade 13)

COG offers exceptional benefits. Final salary is dependent upon negotiation and based upon education, training, and experience.

Applications should be made electronically.

Please submit in confidence your resume, cover letter, and salary history requirements to:

BY E-MAIL:

Mr. Robert Slavin at slavin@bellsouth.net
Ms. Randi Frank at randi@randifrank.com

BY MAIL:

Slavin Management Consultants
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770-416-0848 (fax)

COG is a EEO EMPLOYER
Women and Minorities are Highly Encouraged to Apply