



City of

NORTH RICHLAND HILLS, TEXAS

DIRECTOR OF INFORMATION TECHNOLOGY

Recruitment Services Provided By Ralph Andersen & Associates



Welcome to



The Opportunity

The City of North Richland Hills, Texas is conducting a nationwide search for its next Director of Information Technology. A premiere city in one of the most desirable areas in the nation, the City of North Richland Hills offers the selected candidate an immense professional challenge and an unbeatable quality of life.

The City of North Richland Hills

Located in Tarrant County, North Richland Hills has been consistently ranked as one of the best places to live in the Dallas-Fort Worth metroplex. With a population of 75,280, North Richland Hills offers a very high quality of life while having all of the amenities of the greater Dallas-Fort Worth MSA, and its population of 7.7 million.

Incorporated in 1953, the City of North Richland Hills is operated under a Council-Manager form of government. The Council is composed of a Mayor and seven Council Members elected at-large. The Council determines the overall goals and objectives for the City, establishes policies, and adopts the City's annual operating budget. The City Manager oversees the day-to-day operations of the City.

North Richland Hills is distinguished from its neighboring communities by excellent schools as well as the number and quality of the amenities it provides, including the NRH₂O Family Water Park, the NYTEX Sports Center, the Richland Tennis Center, the Iron Horse Golf Course, over 700 acres of parkland, and over 30 miles of trails.

TEXRail is a new 27-mile commuter rail line that extends from downtown Fort Worth, across northeast Tarrant County, through North Richland Hills, Grapevine, and into DFW International Airport's Terminal B. Two of the eight stations are located within North Richland Hills city limits.

The City has facilitated over 478 residential starts over the past two years, with an average entry of over \$350,000 per home. This residential growth is the most when compared to the 12-city Northeast Tarrant County region, including the likes of Keller and Southlake. It is anticipated that the City will reach full build-out around year 2035 with 86,000 people.



The IT Department

The Information Technology Department provides its services with an annual budget of \$3.6 million and 12 full-time employees. Reporting to the Director are an Assistant Director and an IT Manager. The Department is funded through an internal service fund, where the user departments pay for services provided. The Department is currently divided into seven functional areas: General Services, Data Networks, Microcomputer Systems, Telecommunications, Major Computers, Geographical Information Systems, and Public Safety. The Information Technology Department is located in the North Richland Hills City Hall, a technologically advanced, three-year old facility.

Additional information about the North Richland Hills Information Technology Department, including the City's budget and the Department's organizational chart, is available on Ralph Andersen & Associates' website at www.ralphandersen.com/jobs/it-director-nrh.

2020 AWARDS AND HONORS

North Richland Hills employees are dedicated to providing the best service to our citizens. This dedication can be seen in the many regional, state and national awards and honors the city has received.

Budget & Finance

The city earned the Distinguished Budget Presentation Award from the Government Finance Officers Association.

North Richland Hills' Aa2 and AA+ credit ratings were reaffirmed by Moody's and S&P, a reflection of the city's sound financial management and strong economy.

Economic Development

The city and its Economic Development Department received two awards from the International Economic Development Council, a Washington D.C. based industry organization representing over 5,000 professionals. Out of a pool of nearly 500 entries, the annual awards recognize the world's best economic development programs, projects and partnerships. These awards honor both organizations and individuals for their efforts in creating positive change in urban, suburban and rural communities. The city's work on City Point received a Silver Award for Creative Financing and a Bronze Award for Real Estate Redevelopment and Reuse.

Police Department

The Police Department was recognized for recertification in the Texas Police Chiefs Association Best Practices Recognition Program. This program recognizes agencies that meet or exceed 166 Texas Law Enforcement Best Practices. Annual reports to show continuing compliance with several performance-related standards are required and recertification takes place every four years.

Fleet Services

NRH Fleet was recognized as one of the "Best 100 Fleets in the Americas for 2020," coming in at #83. The Top 100 Fleet award is for government fleets of which there are more than 38,000 public fleets in North America alone and thousands more in South America.

Keep NRH Beautiful

Keep NRH Beautiful was named a Gold Star Affiliate by Keep Texas Beautiful and earned the Sustained Excellence Award from the Governor's Community Achievement Award Program.

Library

The NRH Library earned the Achievement of Library Excellence Award from the Texas Municipal Library Directors Association.

Parks & Recreation

Richland Tennis Center Manager David Webb was awarded the 2020 USPTA Texas Large Facility Manager of the Year Award. David was chosen out of hundreds of large tennis facility operators across the state. David's dedication to the community, passion for the lifetime sport of tennis, and his heart to serve all he encounters both locally, regionally, and across the state are only a few hallmarks of this award honor.

NRH20 Family Water Park maintained great reviews and ratings on Yelp all while navigating a difficult 2020 season. This was due to the customer service our staff demonstrated during operation with our new COVID procedures and how they individually handled each guest's concern after the season ended early. Yelp awarded NRH20 the "2020 People Love Us On Yelp" recognition, which is only awarded to the most highly rated and best-reviewed businesses on Yelp.

Planning & Development

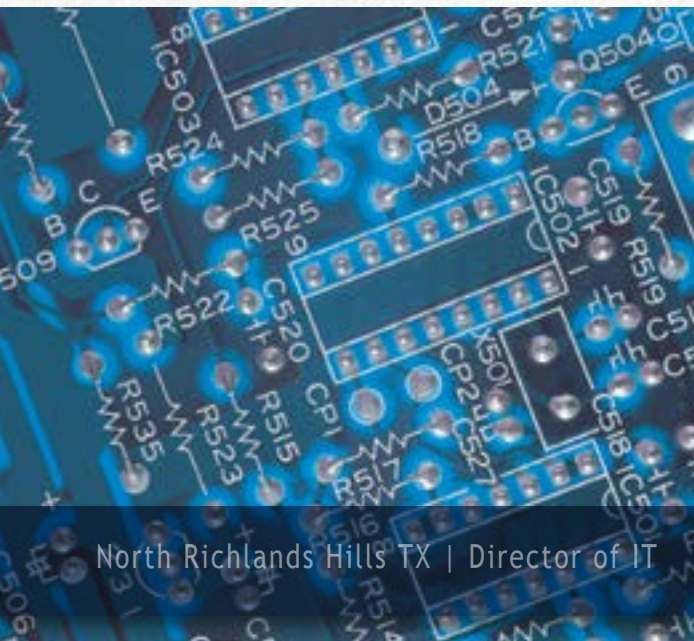
The Texas Chapter of the American Planning Association chose the Vision2030 Transportation Plan as a recipient of the Chapter's 2020 Transportation Achievement Award - Gold.

The Position

The Director of Information Technology oversees the daily operations of the City's Information Technology Department, including its computing, telecommunication, and geographical information services.

Key strategic executive leadership responsibilities of the Director of Information Technology include:

- Leadership and management of department employees, to include selection, training, supervision, coaching and mentoring, and evaluation.
- Interaction with the City Council, City Management, and key staff. Alignment of the Information Technology Department's goals with the overall City goals. Establishment of user groups to provide communication and feedback mechanisms to ensure issues are addressed in a timely manner.
- Development, implementation, training, and management of policies and procedures.
- Oversight of the IT Department's budget, to include assistance in its development, presenting before City officials, monitoring and adjusting the approved budget, and ensuring accountability of allocated funds and resources.
- Assessment of the full breadth of technology in the City, including public safety systems, cameras and other security systems, audio/visual equipment, and others.
- Collaboration with other City departments and functions to understand their business processes and technology needs, and the development of the associated technology projects and innovations to meet those needs.
- Soliciting proposals from vendors, negotiating, and managing vendor contracts.
- Serves as a member of the City's leadership team, working collaboratively with other department directors on broad city initiatives.



Opportunities and Challenges

The next Director of Information Technology for the City of North Richland Hills will be presented with a number of known challenges and opportunities in which to excel, including:

- The City of North Richland Hills is a year into the implementation of a new Enterprise Resource Planning (ERP) system. This will be a comprehensive project, involving every department of the City and stands to increase the efficiency and effectiveness of the entire City operation. The City has engaged a Project Manager to assist with the implementation.
- The Information Technology Department staff are talented, committed, and are looking forward to a strong leader who can provide a progressive vision and engaging leadership for the team.
- Public Safety is currently the predominant consumer of most IT resources in the City of North Richland Hills. The new ERP is expected to dramatically increase the capabilities of other City departments and will likely increase their use of technology, necessitating some rebalancing of IT resources.
- A comprehensive review and assessment of the City's technologies is needed to identify areas of improvement in people, processes, and technology.
- The City of North Richland Hills' new City Hall is a modern building, with a great deal of embedded technology and the needed support for it.





The Ideal Candidate

In addition to being ethical, well qualified, and experienced, the next Director of Information Technology in North Richland Hills must possess certain traits essential for success:

- An energetic and positive personality will be well received by both the department staff and the other employees of the City. The next Director should be a hands-on leader, willing to work alongside his or her staff and build a strong team.
- While the City has engaged a Project Manager to lead its ERP implementation, prior experience with a similar implementation would be helpful, as it will significantly impact the IT Department over the next 24 months.
- An attitude that attempts to get to “yes” whenever possible, through problem solving, innovation, and determination.
- The City desires a leader who can transform its IT Department into a proactive stance, approaching City departments with potential improvements that can improve their efficiency and effectiveness - even before the department may be aware that a solution exists.
- In light of the recent attacks on municipal organizations, a contemporary understanding of best practices in IT security is desired, along with a successful track record of implementation.
- Excellent interpersonal and communication skills, as well as good political acumen. The Director will frequently interact with executives and officials across the City organization, as well as collaborate with external entities.
- The next Director should have a passion toward customer service and a keen eye toward detail and should build a similar culture in the Department.
- A leadership style that is empowering, willing to listen and involve staff in key decisions, and delegate important responsibilities to invest in the professional development of the team.

The background of the slide features a blurred image of a modern, multi-story building with large windows and a curved roofline. In the foreground, there is a field of vibrant bluebonnets in full bloom, with green foliage interspersed among the purple flowers. The overall scene is bright and open, suggesting a campus or park setting.

Education and Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: A Bachelor's degree in Computer Science, Management Information Systems, or a related field from an accredited university. A Master's degree is preferred.

Experience: Eight years of progressively responsible experience in the information technology field, with four years of supervisory experience.

Compensation

The salary range for the Director of Information Technology is up to \$156,000, depending upon qualifications and track record of career success. The City of North Richland Hills offers an excellent benefit package, including participation in the Texas Municipal Retirement System (TMRS) at the maximum 7% contribution level with a 2:1 match by the City and five-year vesting.

The Recruitment Process

To be considered, interested candidates should apply by **February 22, 2021** to Ralph Andersen & Associates by submitting a cover letter and resume to apply@ralphandersen.com. Top candidates will be invited to take part in a comprehensive interview process, scheduled for the week of March 29, 2021. A supplemental questionnaire may be required with responses to specific questions as well as submission of sample work products.

This process incorporates existing rules and regulations that govern public sector recruitments in the State of Texas. In accordance with public disclosure/open record laws, information submitted for consideration may be made available to the public upon request by interested parties.

For further information or questions on the recruitment process, please contact Greg Nelson at (916) 630-4900. Confidential inquiries are welcomed and interested candidates are encouraged to submit application materials early for maximum consideration.





*The City of North Richland Hills is an
Equal Opportunity Employer*