City of Phoenix
Assistant Chief Information Officer

Consistently named one of the country's Top Digital cities by the Center for Digital Government, Phoenix is seeking a highly motivated, collaborative, and results-oriented leader to fulfill the position of Assistant Chief Information Officer (ACIO). This innovative and high-energy technology leader will provide planning, implementation, and support services for enterprise applications including PeopleSoft and SAP; Web services including Microsoft SharePoint and Microsoft Dynamics CRM. The Assistant CIO will focus on data applications, analytics, and business solutions across an array of citywide departments. The ACIO will also bring an innovative and problem-solving approach to operations with an emphasis on best practices and effective change-management principles.

Requires a Bachelor's or Master's degree in computer science, information systems, business administration, or related field; and, 10 or more years in IT and business/industry. Annual salary range is from $150,000 to $181,958. Salary commensurate with experience and qualifications. The City contributes 9% of salary into 457/401(a) plans with no matching required, plus an excellent executive benefits package.

Candidates are encouraged to submit prior to **Thursday, August 18** and submit compelling cover letter and comprehensive resume to apply@ralphandersen.com. Confidential inquiries welcomed to Ms. Heather Renschler at (916) 630-4900 or schedule a confidential discussion by sending an email to scheduling@ralphandersen.com. Detailed brochure available at www.ralphandersen.com/jobs/assistant-chief-information-officer-phoenix-az/.

CITY OF PHOENIX
ARIZONA

ASSISTANT CHIEF INFORMATION OFFICER

Recruitment services provided by Ralph Andersen & Associates

Outstanding Career Opportunity

Consistently named one of the country's Top Digital cities by the Center for Digital Government, Phoenix is seeking a highly motivated, collaborative, and results-oriented leader to fulfill the position of Assistant Chief Information Officer (ACIO). The position will work directly with Chief Information Officer (CIO) and his team who are transforming the county's 5th largest city in the U.S. into a world-class digital city.

This vital position in the Information Technology Services Department provides strategic direction and oversight for the Business Solutions Division. This innovative and high-energy technology leader will provide planning, implementation, and support services in the following areas:

❖ Enterprise applications, including PeopleSoft and SAP;

❖ Web services, including Microsoft SharePoint and Microsoft Dynamics CRM

❖ Data services, including database administration, business intelligence and data analysis, and geographic information systems (GIS); and

❖ Project management, business analysis/business systems analysis (BA/BSA), and product management.

Why wait? Apply today.

The Phoenix Metro Area

Phoenix is Arizona's capital and the fifth largest city in the United States with more than 1.6 million residents within 519 square miles, geographically exceeding Los Angeles. Long recognized internationally as one of the fastest growing and most desirable places to live, the Phoenix metropolitan area, known as the Valley of the Sun, is home to 25 incorporated cities and towns with a total population in excess of 4.2 million. The City of Phoenix is located within Maricopa County.

The City is known for numerous performing arts venues, most of which are located in and around downtown Phoenix, including the beautifully restored Orpheum Theatre, home to the Phoenix Opera. Dozens of museums also exist throughout the valley including the Phoenix Art Museum, Arizona Capitol Museum, Arizona Military Museum, Hall of Flame Firefighting Museum, and the Pueblo Grande Museum and Cultural Park to name a few. Year-round outdoor activities in the region are abundant – from world-class golf courses, hiking, and horseback riding to back-country exploring, stunning desert sunsets, cycling, and motor sports.

The region is also well known for having several major professional sports franchises, three of which play in downtown Phoenix – Arizona Diamondbacks (Major League Baseball), Phoenix Suns (National Basketball Association), and Phoenix Mercury (Women's National Basketball Association). The Arizona Cardinals (National Football League), Arizona Coyotes (National Hockey League), and multiple Cactus League MLB Training games are also a tremendous draw in the region for many sports enthusiasts. Super Bowl LVII will be again returning to the region for the fourth time in February 2023.

Mission Statement: To improve the quality of life in Phoenix through efficient delivery of outstanding public services.

Vision Statement: We will make Phoenix a great place to live, work, and visit by fostering a dynamic and sustainable environment with exceptional public services.

Values:

❖ Exceptional Customer Service

❖ Integrity and Transparency

❖ Respect for Diversity

❖ Personal Empowerment

❖ Engaged Teamwork

❖ Consistent Professionalism

❖ Creativity and Innovation for Excellent Results

City Government

Phoenix, a 2021 Gold Certified "What Works City" and 2021 Bloomberg Philanthropies Global Mayor's Challenge Winner, was one of the first cities in the nation to adopt the council-manager form of government in 1913 through a public vote approving a new City Charter. Today, Phoenix is the largest city in the country with the council-manager form of government. Throughout its rapid growth, the City has had a long history of political and organizational stability. The City Manager serves as the Chief Administrative Officer for the City and is responsible for managing municipal operations that consist of a General Fund Total Resources of $1.61 Billion with approximately 14,500 City employees involved in 7 employee unions and associations. Working with the Mayor and City Council, the City Manager is responsible for overseeing a robust, full-service city operation known for being highly innovative, forward-thinking, and implementing best practices in local government. Services provided by the City of Phoenix consist of airport, police, fire, water/wastewater, solid waste, convention center and hotel, transit system, and other general city services. A city-wide organization chart may be viewed *here*.

CITY OF PHOENIX STRATEGIC TECHNOLOGY PLAN
2022-2026

	DELIVER	Deliver resilient IT services and capabilities aligned with current and future city needs
	IMPROVE	Improve resident and employee access to city information and services through technology
	SECURE	Reduce cyber risk by securing city information resources
	RESPOND	Respond better and faster to city requests for ITS services and support
	STRENGTHEN	Strengthen oversight and delivery of city technology through sound IT governance

The newly adopted *City of Phoenix Strategic Technology Plan 2022-2026* drives the operations and services of the Information Technology Services Department, helping it to achieve the Vision to be recognized as the best-in-class IT services organization within municipal government.

The Plan includes five Strategies in support of the Mission to deliver secure, responsible, sustainable, and flexible IT services, solutions, and governance for the City of Phoenix.

The City of Phoenix Strategic Plan's Technology area leverages technology to drive key actions that fundamentally enhance the way Phoenix connects to information.

Priority 1. Provide seamless customer service. A seamless customer experience is achieved when a customer interacts with both internal and external City service providers without experiencing service interruptions during the service delivery process.

Priority 2. Constant product and service innovation nurtures ideas and focuses on customer satisfaction, combines process and technology to enhance productivity and value, drives down operational costs, and supports other City strategies.

Priority 3. Turn data into information through a web-enabled City. When business data is stored in easily accessible, organization-wide repositories, the City can create opportunities to use this data to make better decisions. Internet-based information delivery and collection efforts empower the community to interact with and receive City services 24 hours a day, giving the opportunity to conduct business on-line versus waiting in line.

Priority 4. Create a shared common infrastructure. Consolidating technological infrastructure around common IT components allows improved investments on behalf of the entire City. Strategic use of technology will result in tangible cost savings

Priority 5. Enhance information security and privacy. In today's business environment, information security, and privacy form the foundation of technology projects. The City should create a comprehensive program to protect data and technology infrastructures, secure systems and assets, mitigate threats, and provide a mechanism for business continuity.

Information Technology Services Department

The Information Technology Services Department (ITS) provides a full-range of support to the city-wide organization. Overall vision and departmental leadership is provided by Steen Hambric, CIO.

Under the strategic guidance of the CIO, ITS coordinates the use of information technology across the various departments and agencies of city government to ensure that accurate and timely information is provided to residents, elected officials, City management, and staff in the most cost-effective manner possible. The staff of ITS provides operating departments with information processing through the application and coordination of computer technology and it procures, manages, and maintains the City's radio, telephone, and computer network systems.

The ITS operating budget for FY 2021-22 is approximately $63 million with current departmental staff in excess of 200. A detailed organization chart of the ITS Department may be viewed ***here***.
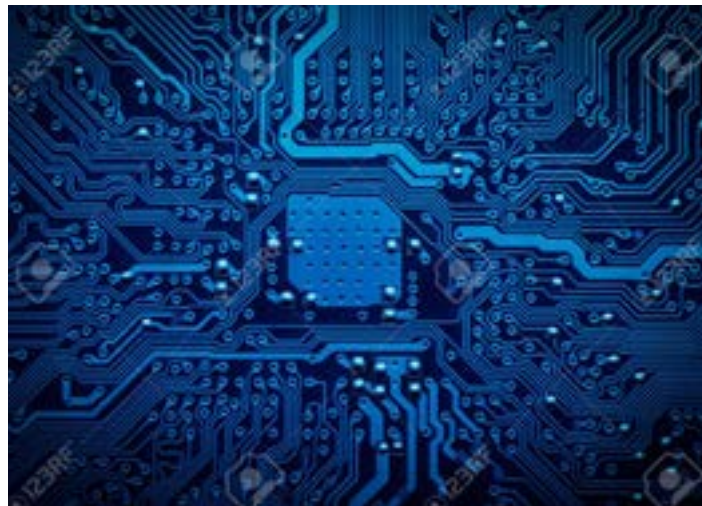
Overview of ACIO, Business Solutions

Reporting to the CIO, this position of Assistant CIO is an at-will management position that leads and oversees a major division of ITS. Staff oversight is approximately 90 (includes FTEs and contractors).

A high-level summary of responsibilities and oversight includes:

❖ Plan, organize, coordinate, and direct the activities of the Business Solutions section including:

  ❖ Data Services

  ❖ Enterprise Application, Web (e.g., Phoenix.gov, CRM), and Cloud-based Services

  ❖ Program Management Office

❖ Develop, evaluate, and implement new policies and procedures;

❖ Research, develop, and evaluate technology management needs including software and vendor application support, technology procurement (including assessment of needs, solicitation development, bid process, and award), and data base management; and

❖ Demonstrate superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Overview of ACIO, Business Solutions *continued*

Other key responsibilities include:

- Work directly with the CIO and peer ACIOs, providing in-depth technical expertise and practical experience pertaining to the disciplines found within Business Solutions;

- Develop, maintain, and follow through on application roadmaps and sustainability plans;

- Lead and develop a team of technical, professional, and management staff in the successful fulfillment of innovative and secure IT business operations and service delivery;

- Build and foster strategic business partnerships within the city and industry partners;

- Oversee the development, implementation, and compliance with information technology governance related to Business Solutions service areas;

- Establish and track division performance metrics to ensure IT services and solutions deliver value to the City and its residents;

- Drive enterprise application planning, implementation management, and support;

- Manage resources in alignment with Resource and IT Workforce plans;

- Own, embrace, and support fiscal responsibility for planning and executing division budgets and assigned assets;

- Foster a business-oriented culture and mindset driven by continuous service delivery improvement techniques; and

- As needed, assume full CIO responsibilities (or those responsibilities as directed) during the CIO's absence.

Desired Personal Attributes and Qualities

The position requires a dynamic and strategic thinker to lead a core team of IT professionals eager to implement change in alignment with the CIO's strategic vision and integrated with city-wide technology goals. Additionally, the successful candidate may also have opportunities to foster public-private partnerships to advance the organization's technology goals.

The position is part of the ITS Department's leadership team and works with all levels of the organization. It requires an engaging professional skilled at communicating information about technologies and technology projects to non-technical executives and on occasion to elected officials. A solid understanding of public sector (local, state, or federal level) is strongly desired.

The ideal candidate will have exceptional management skills to address a broad range of technology challenges and opportunities. This skilled technologist will easily be able to scale up to the robust activity level of technology needs for a large, complex municipality in support of an active workforce across many disciplines.

In support of the CIO and functioning in a key leadership role, the successful candidate will also be a strategic and innovative thinker with a keen understanding and ability to strategically balance technology needs with the priorities and concerns of City departments.

This top candidate will excel in providing leadership and internal consulting to the organization including the identification of efficiency improvements, and the adaptation and implementation of new, creative, data-driven solutions to traditional problems.

Additional qualities and experience that the ideal candidate will possess include:

- ❖ Demonstrated experience driving digital transformation, innovation, keen understanding of data, and use of metrics;
- ❖ Exceptional project management skills;
- ❖ Ability to drive change management through use of technology solutions; and
- ❖ Outstanding organizational skills with the ability to manage a team with multiple priorities in a fast paced, high-pressure environment.

Desired Qualifications

Education: Bachelor's or Master's degree in computer science, information systems, business administration, or related field is required.

Experience: Ten (10) or more years in IT and business/industry. Five (5) to seven (7) years of leadership responsibility in managing multiple, large cross-functional teams or projects and influencing senior-level management and key stakeholders. Other desired experience includes:

❖ Extensive experience in managing enterprise-class applications, data-driven organizations, and project management teams (PMO).

❖ Demonstrated experience in establishing enterprise IT policies and procedures and applicable IT performance metrics.

❖ Five (5) or more years planning and managing large (e.g., greater than $1M/annual) organizational budgets.

Certifications: Attainment of relevant certifications and professional networking via involvement in industry groups.

All finalists for positions are subject to a criminal background check applicable to the department or position. Professional reference checks will also be required.

In general, City of Phoenix residency is required within 24 months after the date of hire for newly hired executives, however exceptions apply for current employees. For more details, visit: *www.phoenix.gov/hr/who-apply/residency*.

Compensation and Benefits

Annual salary is from $150,000 to $181,958. Salary commensurate with experience and qualifications. The City contributes 9% of salary into 457/401(a) plans with no matching required. Additionally, a $5,400 annual car allowance and $1,440 annual cell phone allowance will also be included in this competitive offering.

Additional Executive benefits package includes:

Traditional pension with employer and employee contributions; choice of medical HMO, PPO, HSA/HDHP plan; wellness incentive of up to $720 annually; dental; vision; life insurance; long-term disability; medical enrollment includes a monthly $150 City contribution to a Post-Employment Health Plan; bus/light rail pass; tuition reimbursement; paid time off includes 11.5 paid holidays, 12 vacation days, 15 sick days. For more details, visit:

Executive Benefits

Pension Information

This is a confidential process. References are not required at time of submittal and no contact will be made with references or current employer until mutual interest has been established in order to provide the utmost in confidentiality.

The City of Phoenix is proud to be an Equal Opportunity Employer.

www.phoenix.gov

To Be Considered

Candidates are encouraged to submit prior to **Thursday, August 18, 2022**. An electronic version of all submittals is required. Interested candidates should apply immediately by submitting a compelling cover letter and comprehensive resume to *apply@ralphandersen.com*.

This is a national search effort, and all highly qualified individuals are encouraged to submit qualifications for consideration. Final selection of top tier candidates will be based on the combination of education and experience that best fits the needs of the CIO and the City of Phoenix. The new Assistant Chief Information Officer will join the City of Phoenix in August as soon as possible or a mutually agreed upon date.

Questions, nominations, and confidential inquiries regarding this position or the recruitment process should be addressed to: Ms. Heather Renschler at (916) 630-4900 or request a specific date/time to discuss this career opportunity by emailing *scheduling@ralphandersen.com*.