San Bernardino County

invites your interest in the position of

Chief Information Officer

Recruitment services provided by Ralph Andersen & Associates

Outstanding Career Opportunity

The County of San Bernardino is recruiting nationally for a dynamic, innovative, and highly experienced IT professional to manage the day-to-day activities of the Innovation and Technology Department (ITD). This is an exciting opportunity with a variety of transformational challenges and opportunities for an experienced technology leader to help improve customer and operational services in a number of key areas. The successful candidate must have a proven and verifiable track record of providing technology solutions for leveraging existing systems and transitioning ITD to a more centralized, hybrid-integrated, contemporary, state-of-the-art technology organization. The ideal candidate will be a forward-thinking IT professional with a strong background in system conversion and organizational transformation. Successful characteristics include the ability to build consensus across various stakeholder groups, humility, and the ability to be an effective team player.

The County of San Bernardino

Located in the heart of Southern California, San Bernardino County thrives on the diversity of communities that offer families affordable housing, excellent schools, and community resources, including libraries, parks, hospitals, and international airports.

The County provides a safe, clean, and healthy environment with access to a variety of business and shopping opportunities, as well as cultural and educational enrichment opportunities through museums, theater, and higher education, including California State University San Bernardino, University of Redlands, and Loma Linda University.

Our County encompasses over 20,160 miles of diverse geography and climate, including snowcapped mountains, flowering deserts, pristine valleys, and lakes. Adjacent to Los Angeles and Orange Counties, the County is a short drive away from Southern California's premier beaches, resort destinations, and major metropolitan centers. The County has a population of over 2 million residents and is comprised of 24 incorporated cities and towns.

As an employer, the County strives to provide its employees with a work-life balance, where they can enjoy all the amenities the County has to offer along with excellent career opportunities, a supportive work environment, and a competitive total compensation package.

The County is a dynamic charter county governed by a five-member Board of Supervisors, who, working through the Chief Executive Officer - Leonard X. Hernandez, the County Administrative Office, and a budget and workforce of $8.4 billion with over 20,000 dedicated employees, are committed to sustaining a vision of "a complete county that capitalizes on the diversity of its people, its geography, and its economy to create a broad range of choices for its residents in how they live, work, and play."

The Innovation and Technology Department (ITD)

As the County's primary technology service provider, ITD is entrusted with managing and safeguarding the County's enterprise mission-critical systems and infrastructure. The Department is tasked with providing technology leadership and vision to departments countywide. By fostering an environment of constant innovation, as envisioned by the Board of Supervisors, and leveraging the latest in IT advancements, ITD empowers the many County departments to confidently and reliably provide a wide variety of services that benefit residents in a timely and efficient manner. Vital to County operations and citizen engagement is communication, ITD is responsible for ensuring a strong, viable communication infrastructure, spanning voice and data technology, and other sources to connect us internally and to the public. The County's communications network provides over 20,124 square miles of connectivity across deserts, mountains, and valleys, as well as streamlined access to essential services and information for the citizens of the County.

Goals for FY 2022-2023

ITD's goals for 2023 focus on the County's mission objectives of improving County government operations and providing for the safety and social service needs of County residents.

Other goals include:

♦ Implementing a Countywide automated approach to physical security utilizing advanced access controls, video management systems, alarms, and sensors that provide a holistic event correlation and complete incident alerting solution;

♦ Implementing web-based self-service applications that enable departments to access common IT services and functions while minimizing the need for interaction with technical staff;

♦ Integrating Artificial Intelligence (AI) capabilities into telephony services, department websites, and other applications to streamline the delivery of information to the public, which would serve as the primary channel for customer service interactions; and

♦ Utilizing Cloud Service Providers to enhance County IT operations, decrease application implementation times, and increase overall resiliency of County computing resources.

2022-2023 ITD Budget: $138,367,410

ITD Staffing: 369 Regular employees

For additional information, click the links below:

♦ **Innovation and Technology Department (ITD)**

♦ **County Budget FY 2022-2023**

♦ **County Org-Chart**

The Ideal Candidate

The Chief Information Officer (CIO) must have outstanding leadership qualities that will bring strength, stability, and credibility to the position, with a strong focus on improving and enhancing customer service. Top candidates for consideration will have had prior senior management experience in a complex IT environment, preferably within a large municipal organization that promotes best practices and must have a proven track record of moving an organization forward through effective change management. The successful candidate will provide innovative leadership to support the various business units and operating departments by improving and enhancing service delivery through the effective use of technology. The successful candidate will possess a commitment to staff and leadership development, building interdepartmental relations, and creating a culture where employees will thrive in an environment of process improvement and honest, open communication.

Key attributes of a successful candidate:

♦ Effective leadership approach in developing, expanding, and conveying the County's technology vision to achieve improved operational efficiencies and customer satisfaction across a broad spectrum.

♦ Thrive in a fast-paced and robust environment, addressing day-to-day operations with a collaborative approach to decision-making and problem-solving.

♦ Successful in identifying user needs based on varying business operations; discern desired functionality and requirements; and capable of proposing innovative technological and procedural solutions to each unique operating situation.

♦ Improve and enhance customer service on a Countywide basis, improving responsiveness and effectiveness.

♦ Initiate discussions and gain support through individual and group meetings as well as public presentations.

♦ Instill progressive change within the organization to enhance the delivery of technology.

♦ Provide strong fiscal management and accountability with a creative approach to identifying new grants and external funding opportunities.

♦ Ability to adapt to changing priorities and align innovation and the organizational structure to meet strategic goals.

♦ Experience in change management, affecting positive direction and influencing a culture of growth, high performance, and cutting-edge creativity.

Qualifying Education and Experience

Education: Bachelor's degree in computer science, information technology, business/public administration, or a closely related field or a combination of education and experience commensurate with its responsibilities. An advanced degree is preferred.

Experience: A minimum of five years of current high-level management experience in a comprehensive IT department.

Review and Evaluation of Qualifications: Working with Ralph Andersen & Associates, San Bernardino County may consider a combination of experience and education.

Compensation and Benefits

The successful candidate will receive a highly competitive salary with an excellent executive benefits package that considers employment history and track record of success.

Allowances:

♦ Automobile Allowance: $14,600 annually

♦ Cell Phone Allowance: $2,400 annually

Retirement Benefits:

♦ County Retirement: vested after 5 years (**www.sbcera.org**)

♦ Eligible to participate in 401(k) Defined Contribution Plan with County contribution of two times employee contribution up to 8% of base salary (up to $24,383 annually)

♦ County contributes 2% after 5 years, 2.75% after 10 years, then 3.75% after 16 years to the Retirement Medical Trust (up to $6,096 after 5 years)

♦ Eligible to participate in the 457(b) Deferred Compensation Plan with County contribution of one-time employee contribution up to 1% of base salary (up to $3,048 annually)

♦ Retirement Reciprocity with CalPERS, CalSTRS, and Act 1937 plans

Paid Time Off:

♦ Vacation Leave: 2 weeks annually increasing to 4 weeks annually after 9 years of service with cash out option, may be eligible for prior service credit for determining accrual rate up to 4 weeks annually

♦ Administrative Leave: 80 hours annually with cash out option

♦ Sick Leave: 12 days annually (unlimited accrual)

♦ Holidays: 14 days annually (13 fixed, 1 floating)

Health Benefits:

♦ Annual medical and dental premium subsidy of up to $14,024 for employee and 2+ dependents paid vision coverage for employee and dependents

♦ Option to participate in Flexible Spending Account (FSA) with match up to $1,040 annually

Miscellaneous Benefits:

♦ Tuition Reimbursement: $1,000 annually

♦ Health Club Membership: up to $324 annually

♦ Term Life Insurance: $50,000 (County-paid)

♦ Variable Group Universal Life Insurance: pays 50% of premium cost for policy equal to 1x annual base salary

♦ Short-term disability: pays 55% of salary up to $1,610 weekly

♦ Long-term disability: pays 60% up to $10,000 monthly

♦ Voluntary life and AD&D insurance available

♦ Dependent care assistance available

♦ Relocation assistance available

♦ No social security contribution

Additional information regarding the total compensation and benefits for this position can be obtained through Ralph Andersen & Associates.

To Be Considered

This is a confidential process and will be handled accordingly throughout the various stages of the process. References will not be contacted until mutual interest has been established. The first review of resumes will take place on **Friday, December 16, 2022.** This position is open until filled; however, candidates are encouraged to apply early in the process for optimal consideration. Resumes will be reviewed and evaluated throughout the recruitment process. This recruitment may close at any time once a strong pool of candidates is received.

To be considered, candidates must submit a compelling cover letter, comprehensive resume, and six professional references via email to **apply@ralphandersen.com**.

Ralph Andersen & Associates will conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. The evaluation and selection process may consist of a supplemental questionnaire and/or written exercise(s) to further evaluate relative experience and overall suitability for this position. Employment history, degrees obtained, and other certifications/accomplishments will also be verified. Should you have any questions regarding this position or the recruitment process, please call Mr. Robert Burg at (916) 630-4900. Confidential inquiries are welcomed.

The County of San Bernardino is an Equal Opportunity/ADA Compliant Employer

www.sbcounty.gov