CITY OF KIRKLAND, WA
invites your interest in the position of

CHIEF INFORMATION OFFICER
(Director of Information Technology Department)

$133,008 – $171,624
Plus Excellent Benefits Package

First Review: August 12, 2019
Open Until Filled
INFORMATION TECHNOLOGY DEPARTMENT OVERVIEW

The Information Technology Department supports, implements, maintains, and develops information and systems to support every department in the City of Kirkland. This includes traditional computing, spatial data and systems, network infrastructure and security, communication, two television stations, and more.

The Department is structured in four divisions:

Network and Operations: responsible for overseeing the City's technology infrastructure in the Azure cloud and on-premises, a city-wide fiber plant used to connect city buildings and intelligent transportation nodes, wireless technologies, the technology security program, the city phone system, end user computing devices, the Service Desk, and office tools.

Business Systems: Supports critical enterprise-wide business systems such as Enterprise Resource Planning (ERP), Utility Billing, and Permitting. Also supports software systems of all sizes that individual departments need. Helps with business process improvement, project management, system selection and implementation, integration training, and complex reporting. Systems are Commercial off-the-shelf (COTS), with some minor programming for integration and other needs.

Geographic Information Systems (GIS): Supports mission-critical geospatial-enabled business systems including permitting, maintenance management, public safety, and multiple GIS Browsers. Develops and supports spatial data and tools that support multiple forms of GIS from maps to reports to analytics, story maps, and other tools for use by the community and by city staff.

Digital Communications: Manages the city website and intranet, television stations, recording of meetings, streaming media, and assists with graphics work. Provides significant support to the City Manager's Office to assist with community outreach.

IT has 31 staff members (including management, temporary, and administrative staff).

THE COMMUNITY

The City of Kirkland, Washington, is located on the northeastern shoreline of Lake Washington, with views of the Cascade and Olympic mountain ranges. Just ten miles east of downtown Seattle, Kirkland is an attractive and inviting place to live, work and visit. This lakefront community has a small-town feel, a sense of history, and a strong appreciation for quality of life. Residents and visitors also enjoy the amenities of metropolitan living combined with the natural beauty of the area. Kirkland is a thriving community with award winning parks, recreational activities, a quality education system, accredited public safety programs and a healthy business community. Incorporated in 1905, Kirkland has grown into a vibrant city of 88,940 residents.

As a waterfront community, Kirkland is recognized as a Pacific Northwest gem, rich in contemporary culture, including art galleries, fine restaurants, specialty retail shops, numerous and diverse parks, festivals, open markets, and community events. The City is also home to a range of cultural and business interests including the nationally recognized Kirkland Performance Center and the Northwest headquarters of Google.

THE CITY

The 2019 -2020 biennial budget for the City is $789.1 million with a staff of approximately 605 FTE's.

The City enjoys a high degree of public involvement and collaboration on its boards, commissions, and advisory groups within the City. Residents are active and engaged in Kirkland's civic life. Kirkland is a code City and operates under the Council/Manager form of government, with a seven member City Council, and a Council elected Mayor.

The City Council sets the policy direction for the City, incorporating public input received directly from local residents and several Council-appointed boards, commissions, and advisory groups. The Council appoints the City Manager to function as the Chief Administrator of the City, providing leadership, direction, and guidance.

Kirkland is a full service city, providing a wide range of municipal services. The management team is comprised of the City’s department directors who enjoy cooperative and effective working relationships.

CITY DEPARTMENTS INCLUDE:

- City Attorney’s Office
- City Manager’s Office
- Finance & Administration
- Fire
- Human Resources
- Information Technology
- Municipal Court
- Parks & Community Services
- Planning & Building
- Police
- Public Works

INFORMATION TECHNOLOGY VISION STATEMENT

We connect the City’s information to the organization and our community anytime and anywhere to support decision making, public engagement, efficient and effective operations, and performance improvement.
INFORMATION TECHNOLOGY ASSESSMENT, STRATEGIC PLAN, AND CURRENT WORK

In 2017, an outside consultant assessed the IT Department. Their summary findings were:

The City of Kirkland IT department is well-positioned with the skills, delivery capability, and respect for standards, processes, and procedures to meet the evolving and increasing demands of the city. The underlying infrastructure is stable and well managed, though significant Disaster Recovery and technology architecture decisions are looming. Customers say "IT delivers a very high quality product." But, management cohesiveness, delegation, silos, and governance issues are degrading the overall effectiveness of the department. Action is needed to address these issues and improve business trust.

A Strategic Plan was created and approved by the Council in 2018 and can be found at https://www.kirklandwa.gov/Assets/City+Council/Council+Packets/041718/3a_StudySession.pdf.

Recently completed projects include implementation of a maintenance management system and an intranet upgrade to SharePoint Online. Projects nearing completion include a new ERP system, Office 365, and a migration of most of IT’s infrastructure to the Azure cloud. Near-future or early-stage projects include implementation of Hyper-Converged Infrastructure (HCI) on-premises, a network equipment upgrade, a website upgrade, a new police evidence system, a major GIS upgrade, and the migration of an old fleet system into the new maintenance management system.

The department is also working to finish implementing Information Technology Infrastructure Library (ITIL) and work on internal processes and procedures to improve the stability of IT systems. Stability is a top focus for the department including training, documentation, project management and risk assessment.

EXPERIENCE and EDUCATION

Minimum Qualifications
Bachelor's Degree in Business, Technology, Public Administration or related discipline. Ten years progressively responsible professional level experience involving system implementation and maintenance, IT security, project management, IT governance, and effective staff leadership. Work experience must include at least five years in a supervisory capacity. Equivalent combination of experience and certification to successfully perform the essential duties of the job will be considered. Strong communications skills, both verbal and written. Ability to use discretion in handling high level confidential information. Preferred capabilities include experience with geographic information systems, communications tools.

Preferred Qualifications
- Master's degree in applicable technology or business-related field
- ITIL certification
- Public Sector Information Technology experience in a unionized environment

O.O. Denny Park located in Kirkland's Finn Hill neighborhood
CANDIDATE PROFILE

The City of Kirkland provides a work environment that is marked by employee excellence, outstanding customer service and high levels of resident satisfaction. The Chief Information Officer is the Director of the IT Department and is an at-will employee reporting to the City Manager. The CIO is a member of the City Executive Management Team.

The CIO is a highly visible position within the City organization that requires a talented leader who is customer-service focused, a self-starter and a collaborative, inclusive, and a motivational leader. The successful candidate will combine a strategic, big-picture perspective with strong management and administrative skills. The CIO will have experience managing complex projects and day to day service delivery, strong fiscal and business acumen, and excellent project management, communication, and customer orientation skills. The ability to develop tight alignment with the goals of the City Council, the City Manager, and department leadership is a crucial skill. In addition, effective leadership of individuals, teams, and handling of inter-personal relationships is required for success, including mentorship and growing staff skill sets in the evolving IT landscape.

The ideal candidate will be a skilled communicator and manager able to present complex information to a variety of audiences, including the City Council, City employees, and members of various committees, boards, and commissions. The ideal candidate will be able to successfully manage across IT disciplines and will have a working understanding of networking, database management and system support, system acquisition and implementation, spatial data systems, and communication tools. They will operate comfortably in a mostly-cloud environment.

The CIO stays current on federal, and state, and other relevant laws and regulations pertaining to Information technology and monitors changes in trends and legal issues that may affect the City. They are responsible for the security of IT systems. In addition, the CIO will be an active participant in the City’s Emergency Management responsibilities.

The successful candidate will have a demonstrated track record of creating a climate of trust, inclusiveness and accountability. A strong work ethic, approachable presence, personal integrity and an appropriate sense of humor are desirable personal traits for this key executive position.

COMPENSATION

The Chief Information Officer has an annual salary of $133,008 - $171,624. The City also offers an attractive benefits package including:

- Medical/Dental/Vision coverage for employee and dependents
- Free Employee Health Clinic
- City paid Life Insurance ($250K cap up to $350K with evidence of insurability)
- PERS State retirement system
- Municipal Employee’s Benefit Trust (MEBT)
- ICMA Retirement Trust
- Vacation – 20 days per year, max accrual 25 days/year
- Sick Leave – 8 hours per month
- Holiday – 12 days per year (including one floating holiday)
- 50 hours of Management leave per year
- Monthly car allowance of $225.00
- ORCA Transit Pass
- Employee Assistance Program
- Flexible Spending Account
- Wellness Program (including free onsite workout facility)
- Community Service Day (day off for community volunteer service)

TO APPLY

Interested applicants must submit a packet to include a resume (3 pages maximum) and a cover letter (1 page maximum) detailing your experience, leadership style, and why you are interested in the Chief Information Officer position.

Completed packets are due by 5:00 pm on August 12, 2019 to be considered as part of the first review of candidates. Interviews will occur in late August or early September 2019. References will be contacted only following candidate approval. A background check is required.

Please submit completed packet through govjobstoday.com.

Questions: Please contact Cary Webb at the City of Kirkland Human Resources Department Phone: 425-587-3222
E-mail: cwebb@kirklandwa.gov