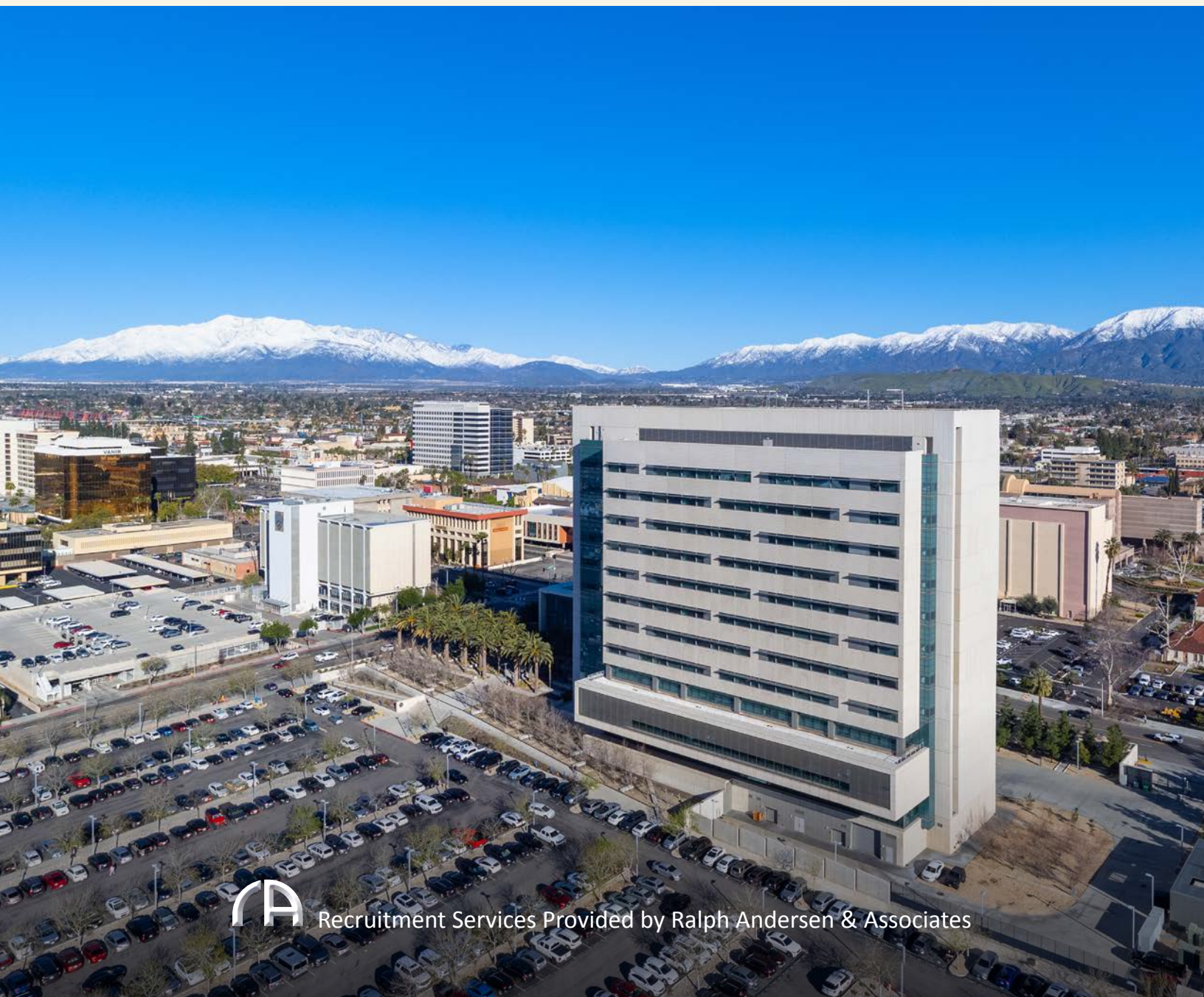




**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF SAN BERNARDINO**

invites your interest in the position of

# **CHIEF INFORMATION AND INNOVATION OFFICER**

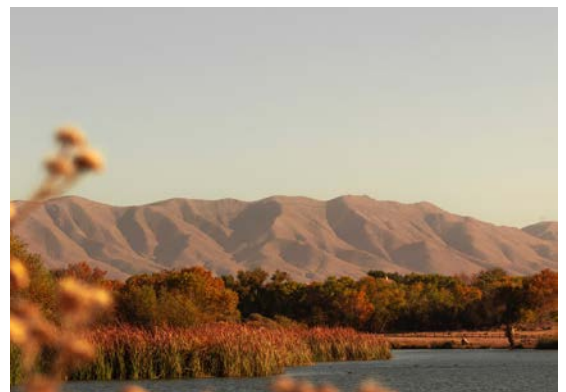


Recruitment Services Provided by Ralph Andersen & Associates



# Outstanding Career Opportunity

*The San Bernardino Superior Court is conducting an extensive nationwide search for an exceptional and innovative leader to serve as its Chief Information and Innovation Officer (CIIO). This position will lead and guide the Court Technology Department to achieve established goals. It will oversee the development of long-term, growth-oriented innovation strategies, which support the business objective of expanding access to justice. The CIIO will play a critical role in generating, evaluating, and implementing new technological ideas all while securing key stakeholder and leadership buy-in. This is an exciting opportunity for an individual to leverage technology and innovation in shaping the future of the San Bernardino Superior Court.*



## The Region

The San Bernardino Superior Court (SBSC) is located in San Bernardino County. San Bernardino County (County), frequently referred to as the “**Inland Empire**”, is in beautiful Southern California and is one of the fastest growing areas in the country. The County encompasses over 20,000 miles of diverse geography and climate and serves a population of more than 2 million. It has three distinct geographical areas: **desert, valley, and mountains**. Each geographical area is home to one or more court districts.



The County provides access to a variety of community resources, major businesses, and generous shopping opportunities, as well as cultural activities and quality education through its museums, theaters, and excellent schools. There are mountain and desert resorts, oak trees, pine trees, and palm trees – all in your backyard.

There are many choices to live within this expansive region that offers choices for every lifestyle. The region also provides superb outdoor recreational settings for skiing, hiking, biking, camping, and golfing, and includes Lake Arrowhead, Big Bear, and Joshua Tree National Monument. For sports enthusiasts, the area is home to three baseball teams and the California Speedway. Numerous colleges and universities, including Loma Linda University, California State University at San Bernardino, and the University of Redlands, provide residents with outstanding opportunities for education. In addition, many of Southern California's major attractions, beaches, and an international airport, are within close proximity – all this and affordable housing!

# The Organization

San Bernardino Superior Court serves the largest geographic county in the contiguous United States – reaching south of the San Bernardino Mountains to the Nevada border and the Colorado River, encompassing 24 cities and 104 unincorporated communities.

For FY 2022-23, SBSC was allocated a budget of \$201,333,514 and is supported by approximately 1,200 employees who serve the needs of the court by providing operational, administrative, and clerical support. This historic budget allocation provides the necessary resources to allow SBSC to continue to invest in innovation, renovation, strengthen its infrastructure to improve service delivery, and modernize business processes.

Over the last three years, the Judicial Council of California has awarded SBSC \$1.3 million in modernization funding. This funding has supported the implementation of key technology such as equipping most courtrooms with remote video conferencing and audio players to record court proceedings, refining the Court Access Portal (CAP) for public access to electronic case records, implementing SCRIPTA (a tool for judges to access electronic case files, note-taking, annotation, records search, and more), and beginning preliminary work to launch an eFiling project, to name a few.

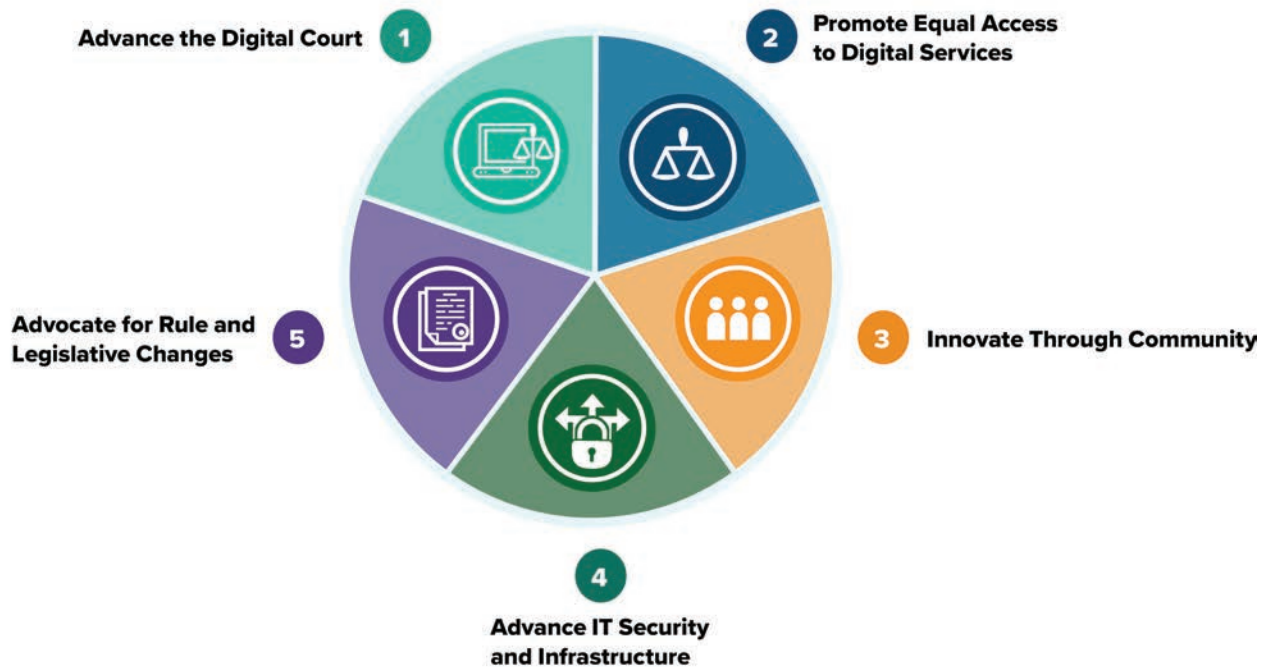
The San Bernardino Superior Court is finalizing its five-year strategic plan which has a heavy investment in technology. In addition, the Judicial Council of California has recently adopted a [strategic plan](#) for technology establishing five specific goals prioritizing technology in the courts. The new CIO will play a critical role in leading the implementation of some of these strategic goals and areas of focus.

San Bernardino Superior Court has 85 judges and 18 commissioners who hear proceedings in the following 12 court facilities:

- Barstow
- Big Bear
- Fontana
- Needles
- Joshua Tree
- Rancho Cucamonga
- Victorville
- 4 downtown San Bernardino locations
- Arrowhead Regional Medical Center Courtroom



# Judicial Council of California Goals



- 1 Advance the Digital Court**  
Gain operational efficiencies and provide consistent and reliable digital services to all.
- 2 Promote Equal Access to Digital Services**  
Promote digital services that are accessible to all, regardless of location, socioeconomic status, language, physical ability, or technological access or experience.
- 3 Innovate Through Community**  
Maximize the ability to innovate through collaboration, education, and investment in the skills and talents needed to propel technological advancement.
- 4 Advance IT Security and Infrastructure**  
Invest in a high-performing technology infrastructure that secures and protects data, privacy, and confidentiality.
- 5 Advocate for Rule and Legislative Changes**  
Identify, promote, and support legislation, rules, and procedures that improve court operations and the delivery of services using technology.



## The Position

The new Chief Information and Innovation Officer (CIIO), is an at-will position, reporting directly to the Court Executive Officer (CEO) and is also a member of the executive team. The selected candidate will be a skilled and experienced professional with a strong focus on introducing and enhancing organizational innovation. In addition to being the technology strategist for the organization, this executive management level position will also lead and guide the Court Technology Services Department, which includes a staff of approximately 60. The CIIO will be able to maximize the existing expertise of this talented team, while continuing to identify opportunities for further investment in advancing the skills needed to drive technological progression. This combination of forward-looking skills and day-to-day technology operations will take an uncommon talent to balance the needs of this large and robust organization.

The CIIO will be responsible for directing all technology products and services in support of the judicial officers, staff, justice partners and the general public. The new CIIO will identify emerging technologies to enhance business processes, implement changes to improve organizational efficiencies, and work collaboratively to manage enterprise information technology development and implementation for SBSC. The CIIO will be expected to collaborate with stakeholders and professional associations on a state-wide and national basis to leverage emerging technology.

The Chief Information and Innovation Officer is a hands-on executive and will be expected to have substantial involvement in various complex implementations and data migrations including involvement with cyber security and physical security applications, addressing mitigation efforts from intrusions and threat. This position is expected to represent SBSC on technical advisory committees both at the local and state level, and required to make presentations to judicial officers, court staff, and stakeholders at the state and local level.

### **Other key responsibilities of the Chief Information and Innovation Officer include:**

- Provides professional advice to the CEO, judicial officers, and committees on effective use of technology and information security to support achievement of the court's business and justice system objectives; works with judicial officers to develop and implement strategic and case management technology; identifies resources required for successful and secure technical operations.

## The Position *continued*

- Collaboratively works with the court technology department staff to support and guide the multitude of projects and initiatives. Establishes a culture of collaboration to achieve the goals and objectives. Interacts directly and indirectly with Judicial Leadership, Court Executive Management, administrators, and stakeholders to ensure the technology vision and mission of the Court is being carried out.
- Responsible for the development and ongoing monitoring of the Department's budget, with a focus on short- and long-term technological investments.
- Directs, monitors, and evaluates the performance of managers, supervisors, and staff including establishing performance requirements and personal developmental targets; provides leadership and works with directors and managers to ensure a culture of innovation, high-performance, and a customer service-oriented work environment. Establishes professional development plans and necessary training for all court technology staff focused on retention, growth, and skill building. Develops and implements goals, objectives, policies, and standards applicable to the court's information technology; oversees the development and implementation of information technology plans and budgets.
- Keeps current with industry trends; evaluates and recommends use of emerging technology to meet the short-and long-term Court business needs and strategic direction; provides leadership oversight to study and evaluate new technology to determine its utility and effectiveness in the overall Court business, including evaluating the return on investment.
- Oversees and directs the service delivery of technical support for the entire organization, ensuring that local needs are considered and met. This includes network, computer operations, and day-to-day end user support.
- Oversees and directs the procurement of IT equipment, supplies, contracting/ vendor services, and administers contracts for a variety of services. Ensure asset inventory for all IT equipment is in compliance with policies and procedures.







## The Ideal Candidate

The ideal candidate for CIO must have a combination of outstanding technological vision complemented by an engaging personal style and interpersonal skills to promote an inclusive, collaborative culture of innovation across the organization. The successful candidate will have a proven track record of contributing to organizational advancement through effective change management and digital transformation. This strategic and forward-thinking professional 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 CIO candidate will embrace the ideology, and ensure the implementation, of digital services that are accessible to all, regardless of geographic location, socioeconomic status, language, physical abilities, or technological experience.

The CIO must be an energetic and creative thinker, who leads by encouraging and motivating others. The successful candidate will possess a commitment to staff and leadership development, demonstrate the ability to inspire growth and high performance, and establish a supportive team environment where employees will thrive.

The new CIO will have “big picture” vision as well as the ability to plan and execute. The successful candidate will work collaboratively with department clients in identifying user needs based on business operations, proposing innovative technological and procedural solutions to each unique operating situation. Importantly, the CIO will have the ability to quickly adapt to changing priorities and identify strategies and new technologies which align innovation with organizational objectives.



## The Ideal Candidate *continued*

The successful CIO candidate will also be comfortable making public presentations, providing expert technical advice, and being able to succinctly summarize and explain complex information. In addition, the CIO will stay abreast of changing technology and proactively apprise the CEO and the Executive Leadership Team of emerging digital technologies which can improve and transform business operations.

### Qualifying Experience and Education

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

Graduation from an accredited four (4) year college or university with a major in management information systems, computer science, business administration, or a closely related field is required. An advanced degree is a plus.

Candidates must have considerable experience in the administration of information systems and technology which reflect increasing levels of responsibility and include management and leadership oversight of a medium to large staff. Experience should also demonstrate abilities in effectuating organizational culture changes, achieving goals through influence and cooperation, and directing significant technical initiatives. Direct experience within a court system is highly valued but other information systems experience in a similarly size complex, multi-purpose organization (public or private) with different funding sources will also be of value.

#### **Other highly desired experience includes:**

- Experience with Court Case Management System Data integration and complex technology implementations.
- Experience with project management, including overseeing multiple projects simultaneously.
- Experience working in a union environment.
- Demonstrated ability to create a culture of accountability, collaboration, and innovation across an organization.

# Compensation and Benefits

The Chief Information and Innovation Officer is a highly compensated position with an annual salary of up to \$231,604, which is top of the salary range. Starting salary will depend upon qualifications, career history, and overall match with the requirements for this executive-level position. It should be noted that this position has also been approved for a 4% cost of living adjustment (COLA) effective October 2023 and an additional 3% COLA effective October 2024.

Other generous benefits offered for this position include:

- **Retirement:** San Bernardino County Employees' Retirement Association (SBCERA) options include Tier 1 (hired prior to 1/1/13 or those who are eligible and establish reciprocity for service prior to 1/1/13) pay a percentage of earnable compensation based upon their entry age (General plan 2% at age 55) or Tier 2 (hired on or after 1/1/13) pay a uniform percentage of pensionable compensation, regardless of age (General plan 2.5% at age 67). Current contribution rates can be accessed [here](#). General information pertaining to SBCERA may be found [here](#).
- **Deferred Compensation:** Employees are eligible to participate in a 401(k) and 457(b) Plan.
  - 401(k): Optional pre or post tax-deferred plan that includes a match not to exceed 4% of employee biweekly salary.
  - 457(b): Optional pre or post tax investment of a percentage of their salary, or a flat dollar amount. There is no employer match.
- **Flex Spending Allowance (Healthcare):** Employee can contribute a minimum of \$5 per pay period/up to annual maximum of \$3,050. The Court contributes a dollar for dollar match up to \$20 per pay period/annual maximum of \$500.



## Compensation and Benefits *continued*

- **Car Allowance:** \$276.92 plus mileage per pay period or \$346.15 with no mileage per pay period
- **Cell Phone Allowance:** \$80 per pay period.
- **Tuition Reimbursement:** \$50 per pay period.
- **Health and Fitness Club Reimbursement:** Up to \$324 annually.
- **Benefit Plan Section 125:** The Court provides \$200 per pay period to help employees pay for out-of-pocket health expenses.
- **Administrative Leave:** Eighty (80) hours per calendar year. Cash out option is available for any unused leave.
- **Medical:** The Court offers a variety of comprehensive health plan options to fit individual employee needs and contributes up to 59% of lowest cost HMO plan based on level of coverage.
- **Dental:** Provides 100% of the employee only DPPO plan.
- **Vision:** Court paid plan for employee and eligible dependents.
- **Short-Term Disability:** Court paid benefit of up to 60% of monthly salary not to exceed \$10,000 per month.
- **Long-Term Disability:** Court-paid benefit that provides partial income replacement in the event that an employee is unable to work due to a non-work-related disability.
- **Critical Illness Coverage**
- **Life Insurance:** Court-paid basic life insurance benefit of \$100,000. Additional supplemental life and AD&D insurance benefits may be purchased voluntarily.
- **Retirement Medical Trust:** This plan assists with the cost of post-retirement health care expenses. Must have 10 or more years participation in SBCERA; Court contributes 0.5% of employee biweekly salary to trust. At retirement, % of unused sick leave has cash value to be contributed to the trust.
- **Vacation:** Annual front load of 80 hours, 120 hours, or 200 hours based on years of service. Annual accrual cap of 400 hours.
- **Sick Leave:** Employees accrue 3.69 hours per pay period; approximately 12 days per year.
- **Court Holidays:** Fourteen (14) paid holidays per year.
- **Voluntary Time Off (VTO):** up to 120 hours per year.
- **Flexible Work Schedule:** 9/80 work schedule, remote work options may be available.
- **Employee Assistance Program (EAP):** A robust program provided at no cost to the employee or their family.



## Application and Selection Process

This is a confidential recruitment and will be handled accordingly throughout the various stages of the process.

Interested candidates are requested to submit a cover letter and a comprehensive resume via email to [apply@ralphandersen.com](mailto:apply@ralphandersen.com) prior to **Monday, August 21, 2023**. Important to note, candidates are strongly encouraged to apply early in the process as this position may close earlier once a sufficient pool of highly qualified applicants are received. References will not be required with submittal and will be requested once mutual interest has been established.

Only the most qualified candidates will be invited to an initial screening (via video) conducted by Ralph Andersen & Associates. Top contenders will be advanced to a Panel Interview (via video) mid-to-late September. In-person interviews will be held for a select group of finalist candidates.

The final selection process will be multi-faceted and may include a presentation on a technology innovation or digital transformation. Additionally, as part of the final evaluation process, candidates will be required to submit examples of significant technological accomplishments that they have successfully led or been responsible for implementing as well as writing samples (i.e. Staff Report, Detailed Analysis, or Policy Recommendation).

Candidates should be prepared to undergo a detailed background and reference check as part of the final steps in a comprehensive evaluation and selection process.

Ideally, the new Chief Information and Innovation Officer will join the San Bernardino Superior Court team in the Fall of 2023, or sooner.

Any specific questions should be directed to Ms. Heather Renschler or Ms. Serena Wright-Black at (916) 630-4900 or alternatively, a specific request for a confidential discussion should be directed to [scheduling@ralphandersen.com](mailto:scheduling@ralphandersen.com).

***San Bernardino Superior Court is an equal opportunity employer and will provide reasonable accommodations to all applicants who are qualified individuals under the ADA.***

**[www.sb-court.org](http://www.sb-court.org)**