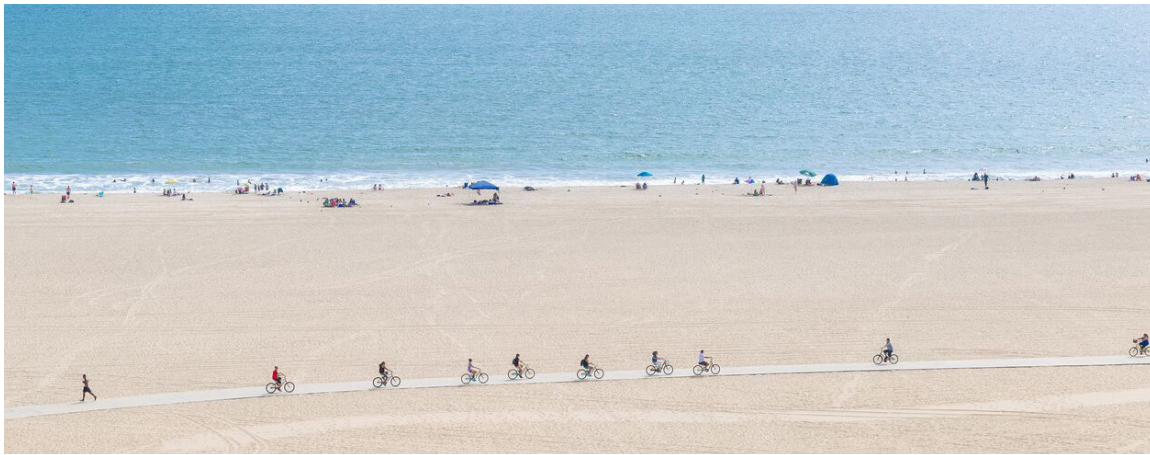




The City of
SANTA MONICA, CALIFORNIA

invites your interest in the position of

CHIEF INFORMATION OFFICER



Welcome to **Santa Monica,** CALIFORNIA

The Opportunity

The City of Santa Monica seeks a Chief Information Officer (CIO) to lead and guide the City's efforts to leverage new, state-of-the-art technologies and develop solutions to support business operations. The CIO is a key member of the City's executive leadership team, all of which are committed to serving the Santa Monica community and transforming local government. The CIO will play a critical role in generating, evaluating, and implementing innovations in technology all while securing key Stakeholder and leadership buy-in.



The Community

The City of Santa Monica is a beautiful beachside city of 8.3 square miles located on the westside of Los Angeles County. Home to approximately 93,000 residents, Santa Monica has earned an international reputation as a progressive and forward-thinking municipality well known for its high quality of life, innovative policies and programs, uniquely participatory local democracy, and commitment to social and economic diversity, fair housing, the arts, and sustainability.

The city offers an environment of unparalleled natural beauty and is home to a mix of residential communities, commercial districts, and recreational venues. Santa Monica has a strong and diverse economy. Known as "Silicon Beach," local businesses are at the leading edge of the nation's creative economy and startup scene.

In addition to the City's beloved local businesses, everything from high profile entertainment companies and world class retail to small entrepreneurial start-ups call Santa Monica home, including Beautycounter, Cedar Sinai, Hulu, Lionsgate, Providence St. John's, Snap, Twitter, Kaiser Permanente, and Santa Monica - UCLA Health. In addition, RAND Corporation, Red Bull N.A., HBO, Universal Music Group, and Activision/Blizzard all call Santa Monica home.



City Government

Santa Monica is a Charter City with a Council-Manager form of government. The City Manager reports to a seven-member, part-time City Council which is elected at-large and designates its own Mayor. The City Manager has a strong executive team which includes 11 department directors. Santa Monica's level and breadth of services surpass those of other cities of comparable size. The City provides a full range of services, including police and fire protection, water and wastewater, street maintenance, public landscaping, parking, a regional transit system that serves 13.2 million riders each year, parks and recreation including 245 acres of beaches, five public libraries, planning, building and safety, the Santa Monica Pier, an airport, a cemetery, and a high level of support for social services, cultural programs, and public education.

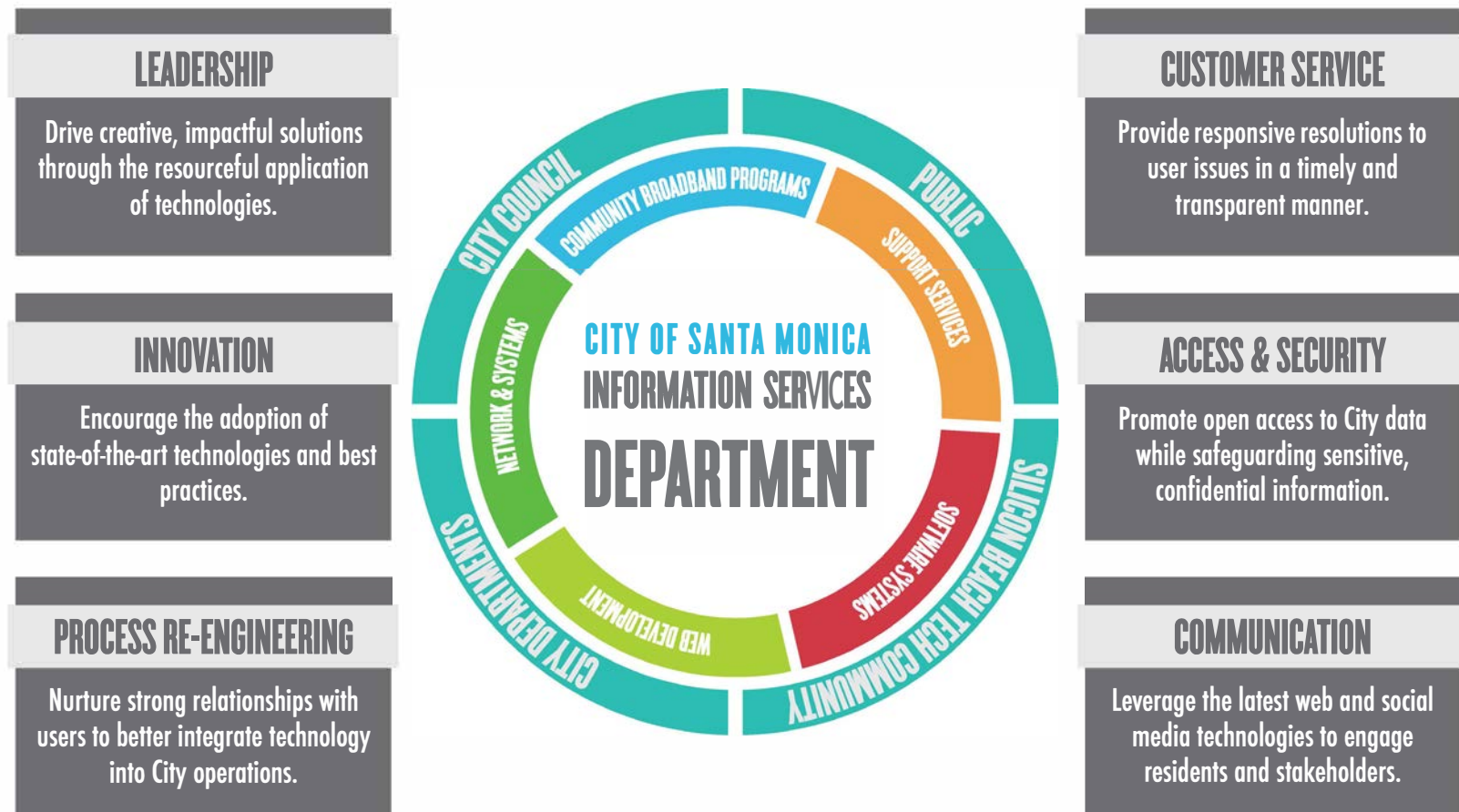
As a AAA-rated city, the City's long-term financial strength reflects both a strong and diversified local economy and the City's history of strong and proactive financial management. The City has an adopted FY 2023-24 citywide operating budget of \$641.0 million, including over 2,000 full-time employees, putting the City on a financially sustainable track for the future.



Information Services Department

The Information Services Department (ISD) operates across five divisions with 52 employees. The Department's mission is to empower people, connect community, and craft solutions to support a digitally literate city that works for everyone. By leveraging technology, the department supports responsive City services and looks to provide an exceptional digital experience for the people of Santa Monica.

ISD has adopted a **Strategic Technology Plan** (Plan) outlining how it intends to best use technology to benefit the City of Santa Monica's citizens and businesses, and empower its employees. The Plan describes the City's vision for technology and its commitment to the development of digital services that support outstanding customer experiences and services for everyone.



The Position

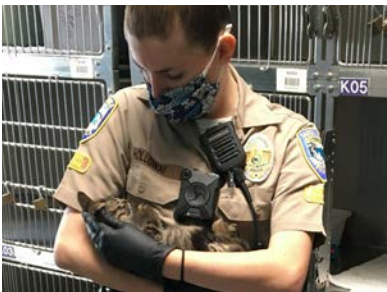
The CIO reports directly to the Deputy City Manager and is a key member of the City Manager's Executive Leadership Team. This at-will position is responsible for providing management oversight of the day-to-day operations of the Information Services Department, and for developing and leading the City's information systems strategy. The position will oversee and direct the delivery of applications development, network, computer operations and technical user support services to all City departments, as well as direct the development, enhancement, quality assurance testing and installation of new applications and systems upgrades and the installation, implementation, and conversion to new programs and hardware. Other key responsibilities of this position include:

- ◆ Plans and manages the City's centralized automated systems and related services, including personnel and equipment and provides strategic development and use of information technologies; oversees design and implementation of new systems; coordinates citywide acquisition of software and hardware, including development and implementation of a long-range funding plan for maintenance and replacement of hardware; and manages operations and customer support functions for software applications, telecommunications systems and network systems and services.
- ◆ Establishes goals and policies in accordance with the department's mission and service level objectives; prioritizes and supervises the implementation of these goals and objectives.
- ◆ Manages the preparation and administration of department operating and capital improvement budgets and recommends and approves technology budgets and expenditures for all departments.
- ◆ Develops and implements citywide long-range information systems strategies, which involve facilitating discussions with City management regarding current and anticipated information services requirements, applications development, enhancement requests and alternative approaches. Prioritizes the implementation of new systems and enhancements to existing systems.
- ◆ Reviews departments' requests for hardware and software and makes recommendations, as appropriate, on alternative system or service options.
- ◆ Coordinates citywide acquisition of software and hardware, including development and implementation of a long-range funding plan for maintenance and replacements.
- ◆ Manages systems design, development, and implementation of new or enhanced systems with a focus on web browser enabled interfaces and electronic commerce strategies.
- ◆ Establishes and maintains written policies and procedures for acquisition, development, implementation, modification and use of systems and services.

Challenges and Opportunities

The new CIO will join a dedicated and collaborative executive team who are motivated to provide outstanding services to the Santa Monica community. As such, the CIO will have the opportunity to lead the City's efforts on major information technology initiatives including:

- ◆ Overseeing and facilitating new system implementations and major upgrades in various City departments.
- ◆ Continuing to improve the Department's cyber security program to protect the confidentiality, integrity, and availability of the City's technology services.
- ◆ Reviewing the City's current hardware and software systems, analyzing them for opportunities to better align with established City objectives and industry best practices.
- ◆ Working with other department directors providing expertise on potential technical related solutions to improve customer service and achieve broader organizational goals.
- ◆ Providing tools and services that enhance the way City staff perform their jobs and provide services to customers through the expanded and efficient use of technology.
- ◆ Evaluating vendor contracts to ensure services are efficient and responsive.
- ◆ Continuing to improve customer service and create a more customer-focused department and build cohesive relationships with the other City departments.
- ◆ Identifying ways to attract talent into the IT team and retain experienced personnel. The CIO will also evaluate the department's organizational structure and remain committed to professional development and mentorship initiatives.



The Ideal Candidate

The Chief Information Officer (CIO) will be a leader in digital government, building upon an extensive base of advanced technology assets to create an unsurpassed level of service delivery to its internal and external customers. The CIO has overall responsibility for managing, directing, and integrating broad, comprehensive information systems and technology programs for the City. The next CIO will combine technical savvy with visionary leadership to successfully identify and implement the goals necessary to take the Information Services Department to the next level to meet the ever-growing needs of technically astute staff, engaged citizens, and local businesses.

The Chief Information Officer will be a hands-on executive and expected to be involved in various complex implementations and data migrations. The new CIO will be a skilled and experienced professional with a strong focus on introducing and enhancing organizational innovation. The ideal candidate will have a combination of outstanding technological vision and aptitude complemented by an engaging personal style and interpersonal skills to promote an inclusive, collaborative culture of innovation across the organization. The ideal candidate will be able to identify emerging technologies that enhance business processes, implement changes to improve organizational efficiencies, and work collaboratively to manage the City's technology. This strategic and forward-thinking professional will provide 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 work with department clients in identifying user needs based upon business operations, proposing innovative technological solutions to each unique operating situation, as well as balancing fiscal constraints with the ability to support organizational needs. The successful candidate will be comfortable taking on the role of a technology advisor, advocating for best practices in technology and assisting departments in achieving their mission by using appropriate technology. The new CIO will bring an innovative and problem-solving approach to operations with an emphasis on efficiency.

The Ideal Candidate continued

The successful candidate will also possess a commitment to staff and leadership development, demonstrate the ability to inspire growth and high performance, and establish a supportive team environment for employees to thrive where diversity, equity and inclusion is prioritized. The CIO will have a strong customer-service focus, and have a desire to coach, mentor, and motivate Department staff to produce high-quality work and consider new approaches to day-to-day operations and challenges. Previous experience working in a union environment is desirable.



Personal traits and characteristics:

- ◆ A progressive thinker who is a leader known for innovative solutions.
- ◆ Effective collaborator who builds and maintains key stakeholder partnerships across the organization to ensure alignment of resources and strategy to support mission critical business outcomes.
- ◆ Confident and engaging leader with outstanding interpersonal skills with a passion for public service.
- ◆ Strong leadership skills with a team-oriented and collaborative approach focused on motivating and maintaining an environment that grows and develops employees.
- ◆ Ability to develop and execute an IT strategy that takes advantage of emerging technologies to contribute to business strategy.
- ◆ An open communicator who is honest, forthright, and approachable with new ideas.
- ◆ Has a proven track record of identifying and evaluating specific information technology organizational needs.
- ◆ Has extensive knowledge and curiosity of current trends that affect all aspects of strategically using information technology to reduce costs, increase access, and overall improve the City's ability to provide more efficient services.



Experience and Education

Education: Graduation from an accredited college or university with a Bachelor's degree.

Experience: Eight years of progressively responsible administrative and supervisory experience in the areas of analysis, design, implementation and support of computer, network, and telecommunication systems with at least three years in a supervisory or managerial capacity.



Compensation

The salary range for this position is \$ \$201,444 to \$248,700. Santa Monica offers a competitive benefits package, which includes, but is not limited to:

- ◆ **CalPERS Retirement:** California Public Employees' Retirement System (CalPERS) retirement formula is based on appointment date and membership status with CalPERS.
- ◆ **Medical:** The City pays 92% of the medical premium for employees and eligible dependents. Available plans: Kaiser, Blue Shield HMO, PPO, or HDHP plan.
- ◆ **Dental:** City pays for HMO or PPO Delta Dental plan premiums for employees and eligible dependents.
- ◆ **Vision:** City pays for Vision Service Provider plan premiums for employees and eligible dependents.
- ◆ **Retiree Medical Insurance:** Upon eligibility, the City pays for retiree medical insurance employee only coverage up to age 70, as provided in the Executive Pay Plan (EPP) Resolution.
- ◆ **401(a) Plan:** City contributes \$190 per month and employee contributes \$625 per month. If Employee elects one-time lifetime opt out of plan, employer contribution will be alternatively contributed to 457b plan.
- ◆ **Term Life Insurance:** Twice annual base salary rounded to the nearest \$1,000, up to a maximum benefit of \$500,000.
- ◆ **Management Leave:** 24 hours of non-cashable leave and 8 hours of cashable leave are available July 1st of each fiscal year. The non-cashable days must be taken by the end of the fiscal year and cannot be carried over to the following year. The cashable day must be used by or cashed out at the end of the fiscal year.
- ◆ **Vacation:** 12 vacation days/year, which accrues at one 8-hour day per month. Following completion of the first six calendar months of service, the first six months of vacation leave accruals (48 hours) are accessible.
- ◆ **Sick Leave:** One (1) sick leave day per month. Following completion of the first six calendar months of service, the first six months of sick leave accruals (48 hours) is accessible.
- ◆ **Holidays:** 14 holidays, includes 2 floating holidays, one of which can be cashed out at the end of the fiscal year.
- ◆ **Tuition Reimbursement:** \$2,500 tuition reimbursement
- ◆ **9/80 Work Schedule:** Every other Friday off.

The City will assist with moving expenses if relocation is required. Out-of-area candidates are strongly encouraged to research the cost of living within a commutable distance before applying.

The Recruitment Process

This is a confidential recruitment and will be handled accordingly throughout the various stages of the process. References will not be contacted until mutual interest has been established.

This position is open until filled. The first review of resumes will take place on **Monday, February 5, 2024**. Interested candidates should apply immediately by submitting a compelling cover letter, comprehensive resume, and five professional references via email to apply@ralphandersen.com. Ralph Andersen & Associates will conduct preliminary interviews as applications are received. Interested candidates are encouraged to apply immediately as this recruitment will close once a sufficiently strong candidate pool has been established.

Confidential inquiries or requests for accommodation should be directed to Ms. Heather Renschler or Ms. Serena Wright-Black, Ralph Andersen & Associates, at (916) 630-4900 or request an appointment to discuss further by contacting scheduling@ralphandersen.com.

The City of Santa Monica is an Equal Opportunity Employer

The City of Santa Monica is a progressive, inclusive, and culturally rich community. As leaders in public service, the City strives to be an employer of choice by attracting and retaining a workforce where people of diverse races, religions, cultures, and lifestyles thrive. The City's goal is to create a welcoming and inclusive environment where employees are empowered to perform at their highest level and where their differences make a positive impact.

The City is an equal opportunity employer and strives to build balanced teams from all walks of life without regard to race, color, ethnicity, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, disability, genetic information, veteran status, or any other status protected under federal, state and/or local law. The City aims to create a workplace that celebrates and embraces and diversity of its employees.

[**www.santamonica.gov**](http://www.santamonica.gov)