COUNTY OF MARIN

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invites your interest in the position of

Assistant Director, Information Services and Technology Department

THE COMMUNITY

Marin County, California is a special place and home to a community of over 250,000 engaged and culturally diverse residents. Located in the Northern Bay Area across the Golden Gate Bridge from San Francisco and adjacent to the vineyards of Napa and Sonoma Counties, Marin is a desirable place to live and is known for its combination of rural and suburban lifestyles, excellent schools, entertainment and recreational activities, and mild, year-round climate.

Marin County is abundant with natural habitats, including outstanding examples of Northern California environments with oak-bay woodlands, savannas, grasslands, and salt marshes managed and protected to enhance their natural and undeveloped character. Outdoor recreation in Marin County includes whale migration and bird watching, garden tours, golfing, hiking, running, mountain biking, horseback riding, sailboarding, surfing, fishing, boating, kayaking, canoeing, etc. Marin County includes the incorporated cities of Belvedere, Corte Madera, Fairfax, Larkspur, Mill Valley, Novato, Ross, San Anselmo, San Rafael, Sausalito, and Tiburon.
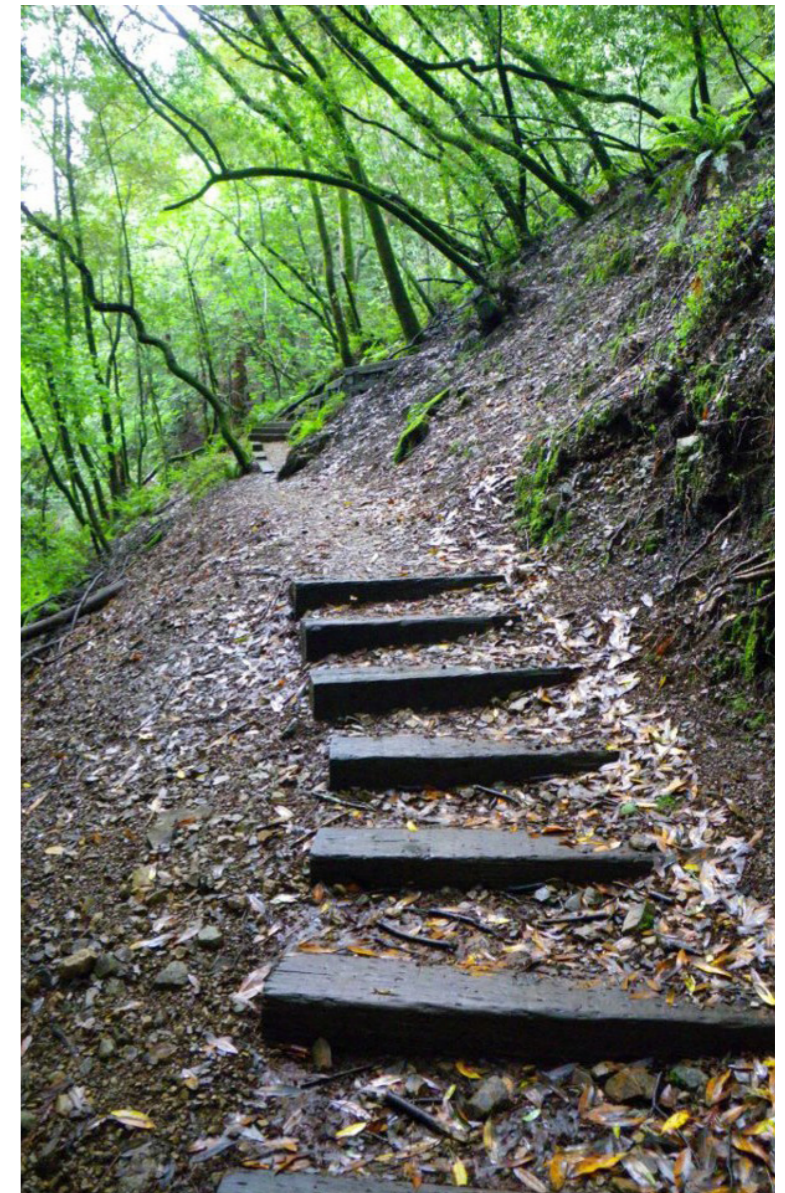
COUNTY GOVERNMENT

Marin County is a General Law County. Five members of the Board of Supervisors govern the County, each of whom represents one of the five voting districts of the County. The County employs over 2,500 employees in 22 departments. The Board's priorities for the future include (1) improving disaster preparedness, (2) building a racially equitable community, (3) adapting to climate change and sea level rise, (4) increasing permanent supportive housing to reduce homelessness, (5) investing in County infrastructure, and (6) improving access to and the supply of affordable housing. The total budget for all funds is $783 million.

Eleven incorporated cities and towns are located within Marin County, including the County seat of San Rafael. The central and most visible location of Marin County government is the Marin County Civic Center in San Rafael, which was designed by Frank Lloyd Wright and is on the National Register of Historic Places.

This diverse organization strives to uphold a set of core values: respect, trust, integrity, diversity, equality, excellence, accountability, innovation, and collaboration. These values help to maintain and enhance public trust and help achieve high quality service outcomes. The County is committed to being a well-managed organization that relies on the talents of its workforce to succeed.

Important for candidates to know, the County of Marin is a high-performance organization and has embarked on an organizational performance management program designed to foster a culture of continuous improvement and learning.

For additional information, see the Marin County website at **_www.marincounty.gov_**.

THE DEPARTMENT

The Information Services and Technology (IST) Department has 96 budgeted full-time positions and operates on an annual budget of $27 million, with additional funding for technology projects and infrastructure updates and enhancements. Currently, the Department provides centralized information technology services to County departments and the public across four divisions.

- **Business Solutions Delivery**
  - County-wide Systems
  - Department and Multi-department Systems
  - Marincounty.gov
  - Hub (Intranet)
  - Digital Services
  - GIS and Data

- **Enterprise Platforms & Services**
  - Data Centers
  - Networks & Phones
  - System & Database Administration
  - Onsite Wireless
  - O365 & Teams
  - Customer Support

- **Information Security & Compliance**
  - Information Security
  - Digital Accessibility
  - Enterprise Architecture
  - System Change Management
  - COOP

- **IT Governance & Operations**
  - Business Operations
  - Project Management Office
  - IT Governance
  - Strategic Planning

The IST Department is a well-respected partner that delivers technology solutions and services to the other County departments and directly to Marin's residents and businesses. Marin County is consistently ranked in the top 10 Digital Counties in its population category and was ranked number one in 2021. The IST Department values its culture of diversity, equity, inclusion, and belonging, as well as flexibility, collaboration, and a whole-person approach.

THE POSITION

This at-will executive level position reports to the Chief Information Officer (Ms. Liza Massey). The newly selected Assistant Director will oversee, manage, and lead a division within IST that delivers technology solutions and services. Additionally, the Assistant Director is an important member of IST's Senior Leadership Team, which provides the strategic vision and direction for alignment between business and IT and ensures that the County receives the greatest return on investments in technology. Members of the Senior Leadership Team include the CIO and other executive management positions.

THE IDEAL CANDIDATE

With the many demands of a robust and multi-faceted public agency, the Assistant Director must be a progressive and strategic leader of both people and technology combined with strong communication skills and organizational expertise. The ideal candidate will focus primarily on the overall enterprise strategy for both the short- and long-term technology needs on a County-wide basis. Blending forward-thinking skills with the ability to lead day-to-day activities and operations are skills sought in this position and will be extremely vital in this role. Equally important is the ability to execute and deliver in a fast-paced and dynamic environment.

The successful candidate must also possess a positive demeanor, collaborative working style, high levels of energy and persistence, and strong interpersonal skills. Commitment to digital equity and access for anyone from anywhere is a must. The ability to facilitate and mobilize IST's employees to meet agreed upon timelines and deliver top quality technology services will be a measurement of success for the ideal candidate.
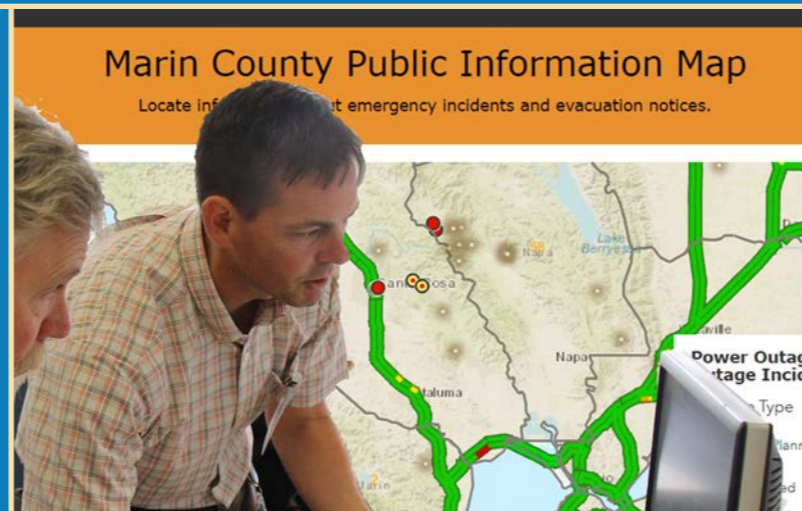
The Ideal Candidate *continued*

Other personal and professional attributes for the Assistant Director include:

Leadership / Communications / Customer Service

- Successfully lead dynamic and talented employees, and be engaged and interested in their professional development and advancement;

- Be an influential leader, who inspires others and possesses proven success and courage to move projects forward past challenges and barriers;

- Have a strong customer orientation and achieve both departmental and County-wide goals through innovation and technology;

- Be a transformational thinker and leader, bringing in new ideas and effectively working in a team environment; and

- Communicate effectively and give presentations in a group or public forums.

Business Acumen / Administration / Operations

- Align self and professional priorities with the County's strategies;

- Be a strong proponent of the County's IT Governance and Digital Accessibility programs;

- Be committed to continuous improvement and lifelong learning;

- Work effectively with limited resources and achieve value for public funds; and

- Lead employees who oversee projects, operations, and enterprise resources.

Technology

- Develop short- and long-range IT priorities and resource requirements for the assigned division;

- Be a valued partner in assisting the County to remain at the forefront of the rapid pace of changing technology;

- Understand business needs and requirements to deliver effective solutions;

- Evaluate systems, services, and programs to recommend adjustments as needed including policy changes; and

- Monitor changes in technology, evaluate risk and impact on the County, and provide appropriate recommendations.

Interpersonal

- Be mission driven, a big picture thinker, self-directed, motivated, and flexible;

- Be the ideal team player demonstrating humility, emotional intelligence, and a strong work ethic;

- Balance technological savvy with strong interpersonal skills to communicate effectively and build trust with all levels in the organization;

- Understand and communicate how IST's services align with the County's priorities and best serve the public; and

- Thoughtfully and respectfully resolve personnel issues.

EDUCATION & EXPERIENCE

Equivalent to graduation from a four-year college or university with major coursework in computer science or a field related to the work and six (6) years of professional experience in information systems including at least three (3) years at a supervisory level.

Specific experience with the following platforms, technologies, and software is beneficial for the Assistant Director.

- GIS and data systems and services
- Enterprise resource planning systems
- Integrated criminal justice systems
- Digital government solutions including websites, online payments, electronic signatures, and digital forms
- Digital solutions for local government services including community development and public works, administration, elections, health and human services, public safety, and community services
- New and emerging technologies such as AI, machine learning, MLL, blockchain, AR/VR
- Low code and no code development
- Cloud-based infrastructure and applications

Ability to:

- Plan, organize, direct, and evaluate the work of employees through direct and indirect supervision; encourage and provide for professional development.
- Manage multiple programs and projects in an efficient, cost effective and timely manner while ensuring that goals and objectives are met.
- Direct, oversee, and manage the development, maintenance, and implementation of continuous improvements in multiple areas of work related to information services and technology.

Knowledge of:

- Principles and techniques of collaborative decision making; diversity, equity, inclusion, and belonging; continuous improvement; problem solving; and conflict resolution.
- Administrative principles and practices, including program and project planning and management; goal setting; implementation; and evaluation; fiscal management and budgeting; and personnel management.
- Principles and techniques of business process improvement, needs assessments, business requirements, solution development and implementation, and portfolio management.
- Principles and best practices of technology procurement, negotiations, contracting, delivery models, and service billing.
- Current best practices, technologies and technology trends related to Information Technology management and to the assigned division.

- Present sound recommendations for effective business leadership and management decisions.
- Represent the department effectively with management of other departments, County leadership, external organizations, and the public.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Communicate effectively at all levels within the County and externally, ensuring that technical concepts are understood.

COMPENSATION AND BENEFITS

The County of Marin offers an attractive compensation and benefits program. The salary range for this position is $160,264 to $194,771 annually, DOQ. Relocation may be considered for a top candidate to encourage a broader pool of candidates.

The competitive benefits program includes:

- **Retirement:** The County pays the employer contribution to MCERA, a 1937 Act defined benefit retirement plan, which is reciprocal with other 1937 Act County retirement systems, CalPERS and systems with CalPERS reciprocity. The County does not participate in Social Security except for a mandatory Medicare contribution.

- **Insurance:** Cafeteria-style benefits plan that allows employees to choose from a variety of health, dental, vision, life, and long-term disability insurance plans.

- **Vacation:** Generous vacation accrual (15 days per year for new employees) based on years of service with the County.

- **Holidays:** 12 paid holidays annually.

- **Leave Allowances:** Generous leave package including management, personal, and sick leave benefits.

- **Wellness:** Employee-dedicated fitness room and health and wellness deals and discounts from local businesses.

- **Deferred Compensation:** The County offers a choice of tax deferred 457 plans to which employees may contribute in order to enhance their retirement.

For additional information about County benefits, visit: **www.marincounty.org/depts/hr/divisions/benefits**.
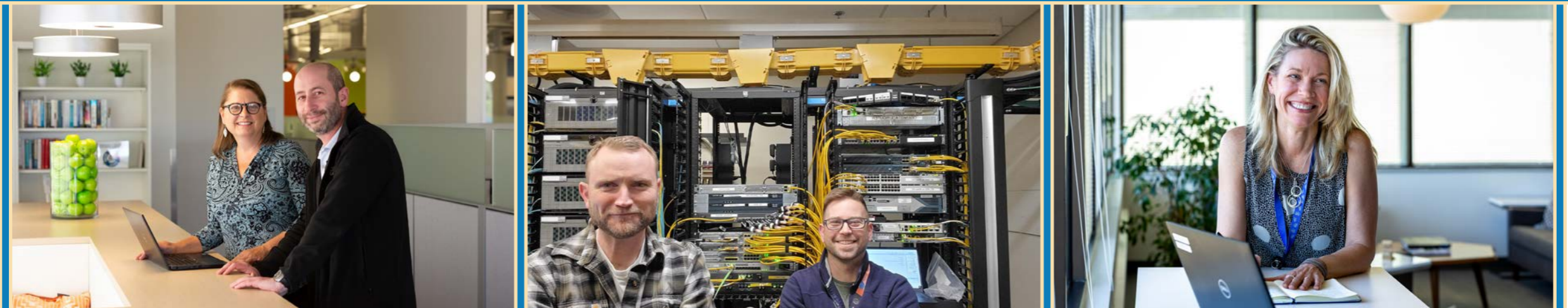
HOW TO APPLY

This is a highly confidential process throughout the recruitment and evaluation stage. References will not be contacted until mutual interest has been established. Confidentiality will be maintained for as long as possible, through the final stages of the selection process, when a tentative offer is made.

Importantly, the IST Department embraces a hybrid work schedule that considers that some duties of this position may be performed remotely and telework options are available; however, the successful candidate must be able to report to County facilities for various meetings and work assignments upon short notice, as needed and deemed appropriate.

Interested candidates are strongly encouraged to **apply immediately** by submitting a resume and cover letter to **apply@ralphandersen.com**. This position may close at any time that a pool of qualified applicants is received. Electronic submittals are required. Only a select few – the most highly qualified candidates – will be invited to interview. Confidential inquiries are welcomed to:

Ralph Andersen & Associates
(916) 630-4900
Heather Renschler
heather@ralphandersen.com

Marin County is an active equal opportunity employer.