



EAST BAY REGIONAL PARK DISTRICT

Chief Information Officer



THE EAST BAY REGIONAL PARK DISTRICT

The East Bay Regional Park District (EBRPD) is a public agency created by the voters and incorporated in 1934 as an independent special district, operating under Sections 5500 et seq. of the California Public Resources Code. The Park District is a system of beautiful parklands and trails in Alameda and Contra Costa counties to the east of San Francisco. The system comprises nearly 125,000 acres in 73 parks, including over 1,250 miles of trails and 55 miles of shoreline. We acquire, manage, and preserve natural and cultural resources for all to enjoy now and into the future. Our parks are ideal for healthful recreation and environmental education. We invite you to enjoy diverse activities such as hiking, biking, horseback riding, picnicking, camping, fishing, boating, and nature study in our parks. EBRPD is the largest regional Park District in the United States and is a pioneering and progressive national leader in the parks and conservation field. From shorelines, lakes, wilderness areas, forests, visitor centers, swim facilities, golf courses and cultural sites, EBRPD has a diverse portfolio of parks across two counties which include 33 urban cities.

Headquartered in Oakland, a staff of 888 (FTEs) permanent and seasonal employees oversee all facets of the Park District's responsibilities including Acquisition, Development and Stewardship; Finance and Management Services; Human Resources; Legal and Risk Management; Park Operations; Public and Government Affairs; and a Public Safety Division with a full-time police and fire department. Most of the Park District's employees are represented by one of two labor organizations, AFSCME Local 2428 or the Police Association. The Park District strives to maintain a culturally diverse workforce to reflect the public it serves.

Park District Values

Respect: We honor the land we steward, each other, and the park visitors we serve.

Resilience: We creatively adapt to change. We address challenges with empathy, perspective, and determination.

Relationships: Our greatest strength lies in the trust, accountability, and teamwork we cultivate with our colleagues, partners, and the public we serve.

Responsiveness: We communicate openly, honestly, and reliably.

Transparency: We hold the public's trust through meaningful stakeholder engagement and access to timely and reliable information on decisions and performance.

GOVERNANCE

The Park District is governed by a seven-member elected Board of Directors. The Directors select the Board President and other Board Officers to serve a one-year term. Each Director represents a specific geographic area of the Park District known as a ward. The Park District itself comprises all of Alameda and Contra Costa counties representing 2.8 million residents. Bi-monthly public Board meetings and monthly committee meetings are conducted to transparently discuss policies and conduct Park District business.

The Mission Statement defines the essential role of the Park District:

The East Bay Regional Park District preserves a rich heritage of natural and cultural resources and provides open space, parks, trails, safe and healthful recreation, and environmental education. An environmental ethic guides the Park District in all of its activities.

https://www.ebparks.org/about/mission_and_vision.htm

THE DEPARTMENT

The Information Services Department is the Park District's primary technology service provider entrusted with managing and safeguarding the EBRPD's enterprise mission critical systems and infrastructure. It is our goal to empower the EBRPD through innovation and enterprise solutions that promote progress through technology in addressing and resolving issues that reflect the Park District's mission. The Adopted IS Department budget for 2022 is \$3.8 million and includes 12 staff.

THE POSITION

Reporting to the Assistant General Manager for Management Services/ Chief Financial Officer, the Chief Information Officer (CIO) provides direction to Park District divisions and departments with the planning, assessment, and implementation of information technology; oversees the development of the Park District's overall information systems strategy; coordinates Park Districtwide information systems planning and oversees the implementation of short and long-range plans in conjunction with the Park District's mission; coordinates the Park District's acquisition of new and replacement hardware and software

systems; develops, reviews, and implements policies and procedures to ensure compliance with Park District and legal requirements; ensures effective technical and security training is provided to department and Park District staff and performs related duties as assigned. Budget/ Project management is a key area of this position.

Essential Functions include, but are not limited to the following:

- Serve as a member of the Park District's Leadership Team and is responsible for formulating and deploying long-term strategic plans for acquiring and enabling efficient, emerging and cost-effective information processing and communication technologies.
- Conduct studies, analysis, and formulates recommendations on cost effective technology solutions.
- Provide the technical vision to develop plans to meet the Park District's mission and information technology strategies; direct the development and implementation of Park Districtwide and departmental goals with regard to technology planning, acquisition, implementation, and maintenance to ensure reliability, availability, security, and recovery capability.
- Direct the performance, safety, and security of the organization's information systems and technology, including establishment of data standards and security procedures/protocols for both software and physical protection of systems; implement business continuity and disaster recovery plans; ensure the proper licensing and control of software.
- Direct, supervise, and provide guidance and mentorship to staff.
- Develop system selection, implementation, operation, and maintenance protocols; establish standardization requirements of hardware and software products to assure system integrity while minimizing maintenance and operation costs.
- Oversee enterprise resource applications systems and maintenance contracts; perform user support functions and support Geographical Information Systems (GIS), oversee and provide support for Public Safety Computer Aided Dispatch systems and related equipment.

Priorities and Opportunities

- Modernize the Park District information technology, including public safety communication systems, to ensure reliability, resilience, and expandability to meet current and future technology needs.
- Develop overall strategic direction of information technology solutions, data and technology policies and technology resources.

- Security is an area to focus more attention on to ensure the Park District is not at risk for malware and cyberattacks. The process to improve data backups and cloud storage have begun, but there is still the need to deal with external device management such as iPhones, etc.
- Invest in moving on-premises applications to Azure/Cloud solutions.
- Provide an overall departmental assessment review, including staffing levels, needs, and organizational structure.
- Microsoft 365 licensing review to determine the best fit for the Park District in terms of the level of security and features that may be required.
- Continue to assess the overall data and voice systems which are fairly current as investments have been made to replace outdated equipment. Communications improvements were recently completed for remote park sites this last year.
- Create more written policy documentation.

THE IDEAL CANDIDATE

The ideal candidate will be an innovative, strategic leader and administrator with demonstrated and verifiable experience in understanding the complexities of a large organization's technology infrastructure needs, and effectively managing an IT organization. In addition, this candidate must be a results-oriented manager and problem solver, able to effectively provide technology recommendations to standardize Park Districtwide protocols and have the ability to emphasize and provide superior customer service throughout the organization. Excellent communication and interpersonal skills, and political judgement are required to build solid relationships with Park District leadership, partnering agencies, and other key stakeholders. The successful candidate will possess a commitment to staff and leadership development, building interdepartmental relations, and creating an inclusive culture where employees will thrive in an environment of process improvement and honest, open communication.

Key Competencies and Attributes

- A visionary leader with the ability to implement and communicate the Park District values, the direction for the future, and the collaboration needed with stakeholders to align and pursue organizational goals.



- Excellent administrator with a strong background in modernizing public sector information services and building a culture of ongoing customer service.
- Inclusive leader with a proven track record on change management.
- High energy and enthusiasm.
- Perform effectively as a team player.
- Actively listen to the ideas and opinions of others and routinely collect their input as part of decision-making process.
- A decisive manager who makes and executes a clear idea and decision and communicates clearly and regularly with customers and stakeholders.
- Possess innovative and forward-thinking leadership, addressing issues and solving problems resourcefully before they become a crisis; focus on engineering best practices and a management system that anticipates issues to avoid future problems.
- Adaptable and highly responsive to organizational change who engages with emerging technology solutions.

QUALIFICATIONS

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

- A Bachelor's degree from an accredited college or university with major course work in computer science, information services systems management, business administration, telecommunications management, or a related field.
- Six (6) years' experience in information services, three of which must include management responsibility.

COMPENSATION AND BENEFITS

The salary range for the Chief Information Officer is \$135,137.64 - \$172,431.96 and will be based on overall career experience and work history. Future merit increases (Steps G and H) are based on annual performance reviews taking the maximum range to \$199,596.84.

The EBRPD offers a generous benefits package that includes:

- EBRPD participates in the CalPERS Retirement Plan with either a 2.5% at 55 formula (Classic Member) or 2% at 62 formula (New Member) depending on eligibility, and the incumbent will participate in Social Security.
- The base compensation will be complemented by an attractive benefits package that includes paid time off, group health, dental, vision, and life insurance as well as disability and workers' compensation plans.

For more benefits information, please go to: <https://www.ebparks.org/civicax/filebank/blobload.aspx?blobid=33970>



APPLICATION AND SELECTION PROCESS

The final filing date is Monday, November 15, 2021.

To be considered, please submit a resume, cover letter, and five work related references (who will not be contacted in the early stages of the recruitment) to:

<https://koffassociates.com/chief-information-officer-2/>

Resumes should reflect years and months of positions held, as well as size of past organization(s).

For additional information, please contact:



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Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates will report the results to the Park District. The Park District will then select candidates to participate in EBRPD interviews. Extensive reference and background checks will be completed on the selected candidate.