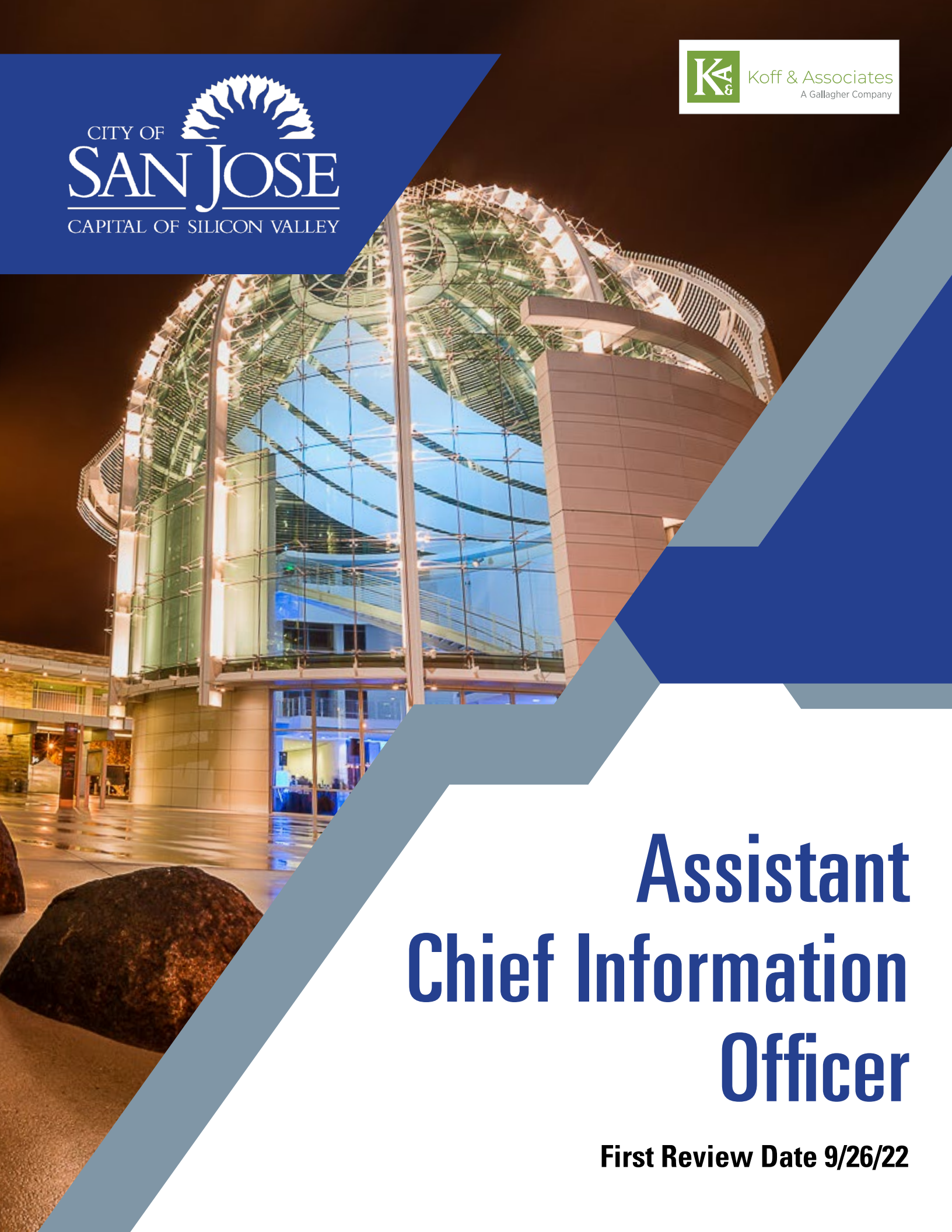




Koff & Associates  
A Gallagher Company



# Assistant Chief Information Officer

**First Review Date 9/26/22**

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## THE CITY OF SAN JOSÉ

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Known as the “Capital of Silicon Valley,” the City of San José plays a vital economic and cultural role anchoring the world’s leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 10th largest city in the nation. With more than one million residents and 80,000 businesses, San José is one of the most diverse large cities in the United States. San José’s transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Zoom, Samsung, and eBay as well as start-ups and advanced manufacturing.

San José’s quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevada mountains; local and Napa Valley wine country; and the rich cultural and recreational life of the entire Bay region.

San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines. The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music and theater, cafes, restaurants, and professional sports. Inquiring minds are served by the Tech Interactive museum, the San José Museum of Art, and many local cultural and entertainment venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses.

In 2011, the City adopted Envision San José 2040, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City’s anticipated growth through the year 2040. The Plan proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas, supporting evolution toward a more urban landscape and lifestyle. The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally, while 40% of San José residents are foreign born and 50% speak a language other than English at home.

San José is proud of its rich cultural diversity and global connections, as well as the essential role the City plays in connecting residents and businesses to the nation and the world.

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## THE CITY GOVERNMENT

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The City of San José is a full-service Charter City and currently operates under a hybrid Council-Manager form of government. The City Council consists of 10 Council Members elected by district and a Mayor elected at-large. The City Manager, who reports to the Council, and the executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council and ensures the organization delivers high quality services that meet the community’s needs. The City actively engages with the community through Council-appointed boards, commissions, and project specific engagement opportunities.





In addition to providing a full range of municipal services including police and fire, San José operates an international airport, a municipal water system, a regional wastewater treatment facility, over 200 neighborhood and regional parks, an accredited zoo, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theatre, Mexican Heritage Plaza, and the SAP Center San José – home of the National Hockey League’s San José Sharks.

City operations are supported by 6,646 full time equivalent positions and a total fiscal year 2021-2022 budget of approximately \$5.1 billion. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City’s website at [www.sanjoseca.gov](http://www.sanjoseca.gov).



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## THE INFORMATION TECHNOLOGY DEPARTMENT

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San José is powered by truly great people, a robust technology environment, and a strong sense of purpose. The Information Technology Department (ITD) provides impact through smart uses of technology in service of City teams and the community.

ITD executes and sustains vital City services through business solutions that enhance service delivery, cybersecurity and digital privacy protections, equity through data, and San José 311 Customer Contact access. Services are powered by robust infrastructure and operations including an expansive municipal area network, a hyperconverged compute and storage environment, and enterprise productivity and collaboration platforms that enable hybrid work. Citywide Strategic IT Planning, Enterprise Architecture, Portfolio-Products-Projects management, and fiscal and billing services ensure resources and services support a coherent and optimized technology direction citywide.

In support of the City Roadmap, General Plan, Climate Smart San José Plan, and San José Smart City Vision, ITD serves as a partner and catalyst for 26 departments and offices. The department has an accomplished history in delivering technology, data, and innovative services that power San Jose’s people to key outcomes. The City of San José has been named among the top-10 Digital Cities of America by the Center of Digital Government for five consecutive years and #1 in both 2020 and 2021; is a leader in superior resident services with two 2021 Government Experience Awards; and has received multiple honors in smart uses of data and technology from Bloomberg What Works Cities, the American Planning Association, IDC, and others. ITD’s annual operating budget for Fiscal Year 2021-2022 is \$33.6 million and includes a staff of 103 employees. Approximately 80 additional technology employees work directly in City departments.






### **ITD operates four primary service portfolios:**

**Business Solutions:** Responsible for technical architecture, data administration, software development and enhancements, integration, and maintenance of enterprise information systems and associated reporting systems that are critical to the efficient and effective operation of the City.

**Cybersecurity:** Responsible for ensuring the security and operational resilience of the City’s information and communication technology environment in coordination with City departments. Provides services to detect, assess, and protect against threats.

**Infrastructure and Operations:** Responsible for superior municipal services through resilient, high performance, and secure technology endpoints, systems, and communications infrastructure and support.

**Administration and Strategic Support:** Responsible for the planning, execution, and management of technology resources. Supports the City by providing portfolio-products-projects management, San José 311, digital privacy, equity through data, digital empowerment, audit management, and technology fiscal, billing, budget and personnel management services.

				
<b>Enable Equity</b>	<b>Secure the City</b>	<b>Optimize</b>	<b>Power Digital</b>	<b>Partner</b>
<p>Champion equity solutions using technology and data to transform City services.</p>	<p>Enable resilient City services against cybersecurity and natural disasters.</p>	<p>Use limited resources to maximize efficiencies and innovation.</p>	<p>Support the City's digital workforce, public participation, and collaboration.</p>	<p>Deliver City Roadmap priorities through masterful partnership and procurement.</p>

### ***San José Information Technology Mission:***

*Put powerful tools and information in the hands of people to unleash their brilliance in service to our community. ITD enables its mission through business and infrastructure systems, cybersecurity and privacy, data and analytics, productivity and collaboration tools, the San José 311 resident experience platform, and outcomes-focused strategic planning.*

## **THE POSITION**

The Assistant Chief Information Officer (ACIO) is the second highest technology leadership position for the City organization. The person selected will team with the Chief Information Officer (CIO) to lead and sustain an exceptional innovation and technology team, enabling the City to provide superior municipal services through advanced tools and processes.

The City of San José is seeking a solid staff manager and mentor, skilled in technology and innovation. This requires a leader who can develop employees in a team-oriented working environment to solve complex, multi-department challenges as One Team. The ACIO provides inspired management and motivates employees with confidence, empathy, and respectful interaction; leading and sustaining an accomplished innovation and technology team that enables the City to provide superior services through advanced tools and processes.

The City's priorities are defined in a shared [City Roadmap](#) and a [2021-2023 IT Strategic Plan](#) crafted to support those outcomes.

## **THE IDEAL CANDIDATE**

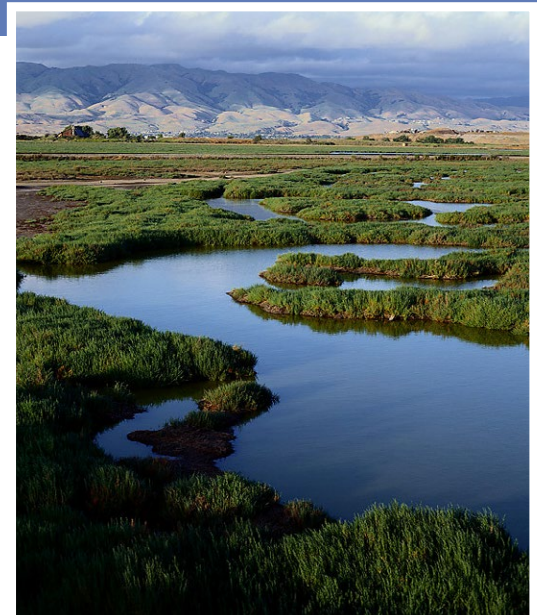
Executive success in the City culture is defined by an ability to sustain work that delivers on the City's values: Quality and Excellent Customer Service; Empowerment and Accountability; Collaboration and Communication; Racial Equity; Community and Employee Engagement; and Championing Our Employees. The ideal candidate will have a solid track record in staff development, mentorship, project management, service delivery, and succession planning. The successful candidate will have excellent communication and interpersonal skills necessary to create strong working relationships with staff, executive leadership, elected officials, and other key stakeholders.



A strategic leader with political awareness and professionalism; the ability to build trust and partnerships across the organization, and experience creating process improvements, efficiencies, and instilling best practices is required.

**The City of San José seeks experienced and passionate executive candidates who...**

- Are fantastic articulators of and believers in the City's vision, and a credible communicator within the City organization, with Mayor/Council, and with the public.
- Have proven ability to manage the strategic, tactical, and day to day needs of a complex organization.
- Can manage complex enterprise projects such as ERP, permitting, infrastructure upgrades.
- Are proven leaders with a passion for working in a fast-paced, high profile, and progressive environment.
- Define their leadership style in collaboration and integrity of the highest levels.
- Demonstrate a record of mentoring and developing a strong team.
- Exhibit proven resourcefulness and creativity in resource-constrained environments.
- Organize teams and resources toward meeting objectives that support organizational goals.
- Anticipate problems and proactively prevent and resolve challenges.
- Willingly assume responsibilities for outcomes, taking on initiatives as needed by the organization.
- Develop deep trust by communicating honestly, collaborating, and delivering equitable outcomes with all levels of the organization and with stakeholders in the community.
- Provide leadership, appreciation, and advocacy for innovation and technology to enhance organizational effectiveness to ensure the City is serving the community.
- Consistently demonstrate commitment to equity and inclusion, including the use of equity tools in the deployment of technology resources.
- Engage diverse teams and communities in a culturally competent manner.
- Act on the professional and political concerns of staff in a politically astute and capable manner, including regular interaction with the Mayor and Councilmembers.
- Build confidence and trust in the IT Department, nourishing and fostering relationships with other City departments, and with the community and key stakeholders.



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## EDUCATION AND EXPERIENCE

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- A bachelor's degree from an accredited college or university in information management, computer science, business administration, public administration, or a related field is required. A master's degree and advanced certification is preferred.
- Seven (7) years of experience in information technology, business management and/or administration, or operations.
- Three (3) years of supervisory and managerial experience.
- Background must demonstrate management and impact across diverse, multi-department challenges. This includes direct responsibility for strategic direction, resources, procurements, policies, and products-projects management of significant scope and scale.



## COMPENSATION AND BENEFITS

The total salary range for the Assistant Director classification is **\$160,507.88 - \$259,290.46**. This amount includes an approximate five percent (5%) ongoing non-pensionable pay. Actual salary shall be determined by the final candidates' qualifications and experience.

**In addition, the City provides an excellent array of benefits, including:**

**Retirement** – Competitive defined benefit retirement plan with full reciprocity with CalPERS; defined contribution plan available as an option.

**Health Insurance** – The City contributes 85% towards the premium of the lowest cost non-deductible plan. There are several plan options.

**Dental Insurance** – The City contributes 100% of the premium of the lowest priced plan for dental coverage.

**Personal Time** – Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program could increase to up to 80 hours.

**Sick Leave** – Sick Leave is accrued at the rate of approximately 8 hours per month.

**Holidays** – The City observes 15 paid holidays annually.

**Deferred Compensation** – The City offers an optional 457 Plan.

**Flexible Spending Accounts** – The City participates in Dependent Care Assistance and Medical Reimbursement Programs.

**Insurance** – The City provides a term life policy equal to two times annual salary. Long-term disability and AD&D plans are optional.

**Employee Assistance Program** – The City provides a comprehensive range of services through the EAP.

**Vehicle Allowance** – The City provides a vehicle allowance of \$350 per month.

For more information on employee benefits, visit the City's [Human Resources Benefits website](#).

Federal Law requires all employees to provide verification of their eligibility to work in the country. Please be informed that the City of San José will not sponsor, represent, or sign any documents related to visa applications/transfers for H1-B or any other type of visa that requires an employee application.



Per the City's [COVID-19 Mandatory Vaccination Policy](#), the City requires all employees starting on or after February 11, 2022, to provide proof of vaccination as a condition of employment absent a documented medical and/or religious exemption. Proof of vaccination means that employees are required to be "up-to-date" with regards to the COVID-19 vaccine. Consistent with the Santa Clara County Public Health Order issued on December 28, 2021, "up-to-date" means that an employee is not only "fully vaccinated," but has also obtained any booster doses of a COVID-19 vaccination for which they are eligible, within 15 days of first becoming eligible.



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## APPLICATION AND RECRUITMENT PROCESS

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**This position is open until filled.**

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/assistant-chief-information-officer/>

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 City. The City will then select candidates to participate in panel interviews. Extensive reference and background checks will be completed on the selected candidate.

*The City of San José is an equal opportunity employer.*