CITY OF
PALO ALTO

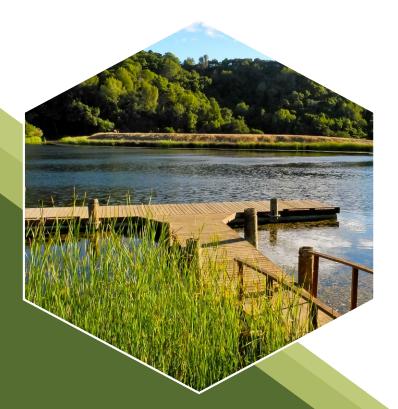# IT Project
Manager
(Senior Technologist)

The Community

Palo Alto, known as the "Birthplace of Silicon Valley," is home to 69,700 residents and nearly 100,000 jobs. Unique among city organizations, the City of Palo Alto operates a full array of services including its own gas, electric, water, sewer, refuse, and storm drainage provided at very competitive rates for its customers. The City of Palo Alto offers robust community amenities including 36 parks, 39 playgrounds, five community and youth centers, 41 miles of walking/biking trails, and five libraries. The City also manages a regional airport and provides fire, police, and emergency services. Palo Alto is an award-winning City, recognized nationally as innovative and well-managed, and is one of a small number of California cities with a AAA bond rating. City services and performance also receive high marks from community members in the annual citizen survey conducted by Polco (previously the National Research Center).

As the global center of technology and innovation, Palo Alto is the corporate headquarters for many world-class companies and research facilities such as VMWare, Hewlett-Packard, and Tesla. Home to Stanford University and a top-ranked public school system, Palo Alto also features beautiful and historic residential neighborhoods, as well as vibrant shopping and retail districts. Palo Alto has a highly educated and culturally sophisticated citizenry that is actively engaged in making a difference both locally and globally.

The City of Palo Alto is more than 100 years old and is named after a majestic 1,000-year-old coastal redwood tree along San Francisquito Creek, where early Spanish explorers settled. The blend of business and residential areas anchored by a vibrant downtown defines Palo Alto's unique character. A charming mixture of old and new, Palo Alto's tree-lined streets and historic buildings reflect its California heritage. At the same time, Palo Alto is recognized worldwide as a leader in cutting-edge technological development.

The City Government

Palo Alto is a Charter City and has a council-manager form of government in which the seven-member, popularly elected City Council appoints the City Manager, who in turn oversees a dynamic Executive Leadership Team in the operation of departments employing approximately 1,000 staff. This vibrant organization enjoys a strong, collaborative, and open environment.

The IT Department and IT PMO

The Information Technology Department has the mission to provide technology solutions that enable City Staff to deliver services to the Palo Alto community. Our City and its departments depend on technology to deliver services. The IT Department provides a broad range of high-quality, cost-effective solutions to employees, departments, council members, and the community for each to meet their respective goals. The IT Department provides over 200 distinct technology solutions to the City and maintains a governance model for aligning City goals, allocation of funds, and technology projects. You don't see us every day, but we are continuously working behind the scenes to drive, improve, maintain, and secure the technologies that run our great City!

The IT Project Management Office (IT PMO) is a part of the greater IT Department. Our project managers are stewards of the public trust for IT projects. Our IT PMO ensures successful execution of the right technology projects at the right time. We also help enable the success of departmental technology projects. IT PMO aspires to be a center of excellence for IT project management through the promotion of standards, awareness, and education. These services include: strategic planning and alignment; resource management; risk management; performance measurement; data management; project life cycle management; system development life cycle management; and solution research, evaluation, and recommendation. Click here to learn more about our dynamic department! Click here to learn more about our IT Strategy Goals and Guiding Principles. Palo Alto's IT Department is widely praised for being extremely friendly and customer-service oriented.

IT Guiding Principles

+ We design, deliver and manage IT solutions to be secure, reliable and compliant.
+ We keep it simple and practical.
+ We focus on value.
+ We collaborate and engage with our stakeholders.
+ We innovate.

The Position

Reporting directly to the Director of Information Technology/CIO, this IT Project Manager (Senior Technologist), who is one of several senior technologists with differing missions in the IT Department, replaces a retiring long-time City employee. The incumbent will be responsible for performing business process analysis, needs assessment, and design of IT solutions. Responsibilities include coordinating/facilitating activities between IT and other internal departments or vendors to ensure the integration of citywide technology systems, as well as serving as a resource to internal departments in the planning, development, and control of data systems and workplace automation. This Senior Technologist may supervise lower-level IT staff, as yet to be determined.

This role will also involve extensive collaboration with other Senior Technologists in the IT department and professionals in other City departments, to include reporting to and interacting with various project champions at all levels throughout City government, as well as the City Council, IT PMO, and CIO. Contracting with vendors, scheduling, budgeting, and other typical project and program management duties will come into play. The incumbent will also be involved in governance meetings.

The Senior Technologist will have the opportunity to work on exciting projects that benefit all Palo Alto residents, including the City fiber optic project and others. Below is a partial list of pending and upcoming projects:

- Continue to enhance the City's Cybersecurity posture.
- Start the Council Chambers Audio Visual (A/V) upgrade project.
- Continue supporting the technology efforts for the new Public Safety Building.
- Continue partnering with the Utilities Department on the Fiber Expansion, including Fiber-to-the-Premises.
- Upgrade the City's VoIP telephone system.
- Data Center Redesign and Upgrade.

Distinguishing Characteristics

This classification is at the expert professional level. Incumbents reconfigure City applications to follow designated business processes. This individual will conduct professional level project and program management and design; prepare reports and presentations for review; manage City enterprise infrastructure, systems/networks, and applications; and assess City needs for business process and technology solutions. The incumbent must have the ability to create RFPs, CMRs, written and oral reports, and to present to executive staff and City Council. They will create reports and presentations for public meetings and liaise with other departments, external agencies, vendors, and the public. They will create task assignments for staff and may supervise personnel, and assess operational goals and objectives related to one or more departmental functions.

Typical Duties

Typical duties include, but are not limited to:

- Provide project management leadership for specific automated systems projects, which includes: collecting and analyzing business requirements; proposing solutions and alternatives; defining application development scopes of work and tasks; project budget creation and tracking, assessing user needs; identifying appropriate tools to meet user needs; interviewing internal customers; preparing bid specifications; evaluating bids; coordinating activities with external vendors and internal customers; and/or, performing other related activities.
- Provide consulting assistance and services to application users; suggest, design, test, implement, troubleshoot, and evaluate technology and business process efficiencies and solutions.
- Maintain a variety of records and/or documentation for assigned area of responsibility. Operate and administer Information Technology or telecommunications management tools.
- Develop, prepare, and facilitate end-user training.
- Research and evaluate hardware and software; recommend and justify purchase suggestions; work with vendors on the installation, operation, and maintenance of medium to large scale hardware and software products running on various computer systems.
- Participate in a variety of meetings, committees, and/or other related groups in order to receive and convey information regarding needs assessment, fulfillment, and usability.
- Negotiate services and software contracts with vendors and consultants; manages vendor and contractor relationships.
- Perform other duties of a similar nature or level.

For a complete list of Knowledge, Skills and Abilities as well as Essential Duties, click here.

Ideal Candidate

The ideal candidate will have extremely strong written and verbal communication skills given they will be interacting with and reporting to professionals at all levels both inside and outside the Department, including the City Council. A PMP certification would be ideal. Strong scheduling, PowerPoint, Monday.com, and other project management skills are required. The incumbent will be able to speak to and understand the entire project management lifecycle. This Senior Technologist will also interact with the IT operations manager and senior management analyst. The

incumbent will be highly motivated and able to hit the ground running from day one with minimal supervision. Further, the ability to deal with all types of personalities is important. The incumbent will be able to work successfully with strong personalities as well as be approachable to everyone.

Qualifications

Sufficient education, training, and/or work experience to demonstrate possession of the following knowledge and skills, which would typically be acquired through:

Bachelor's Degree in Information Technology or a related field and five years of progressively responsible, professional Information Technology experience; or, an equivalent combination of education and experience sufficient to successfully perform a particular subset of the essential duties of the job such as those listed above.

Licensing Requirements: Valid California Driver's License.

Compensation and Benefits

The salary range is $131,934- $197,891 annually, depending on education and experience. This is not a represented position.

In addition to salary, Palo Alto offers a competitive benefits package, described in more detail here, for benefits, that includes but is not limited to:

Work Schedule – 9/80   is available at the discretion of the CIO. Further, a hybrid schedule of up to two days per week out of the office is available, also at the discretion of the CIO.

Retirement – CalPERS 2% @ 60 formula for Classic employees with an 8% employee contribution; 2% @ 62 formula for New Members with an employee contribution of 50% of the normal cost (currently 7.25%).

Medical Plan – City pays a flat rate contribution (in 2024, up to $2,260 per month for family coverage) and employee pays in accordance with health plan option selected, between $0 to $888 per month.

Dental and Vision Plans – Fully paid.

Vacation – 120-200 hours annually, depending on years of service, with option for cash out once a year.

Management Leave – 80 hours per calendar year, eligible for cash-out.

Sick Leave – 96 hours per year.

Holidays – 12 paid holidays per year.

Floating Holiday – One floating holiday each calendar year in acknowledgement of days of historical significance.

Life and AD&D Insurance – Fully paid up to annual salary.

Pilot Childcare and Educational Benefits – The City offers an annual Pilot Childcare Assistance Benefit. Up to $10,000 assistance for childcare costs at eligible childcare facilities located within Palo Alto City limits.

Palo Alto School District Partnership – Through a new City of Palo Alto School District partnership, City employees are eligible to apply for their children to attend Palo Alto Unified District Schools.

Additional Benefit – Annual contribution of $2,500 for IRS Section 125 compliant uses such as Flexible Spending Accounts, Non-taxable Professional Development Spending Account, deferred compensation, or health club membership.

The City does not participate in CA State Disability Insurance (SDI) or Social Security. Since the City does not participate in SDI, City employees are not eligible to claim against the State's Pregnancy Disability Leave or Paid Family Leave programs.

Application Process

The final filing date is Monday, January 6, 2025. 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/it-project-manager-senior-technologist/. Resumes should reflect years *and* months of positions held as well as size of past organization(s).

For additional information please contact:

Koff & Associates
A Gallagher Company

Pete Smith, Senior Recruiter
510.342.3233
Peter_smith1@ajg.com
www.koffassociates.com

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.

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The City of Palo Alto is an Equal Opportunity Employer (EOE). In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.