



Deputy Director

Police Department

Bureau of Technical Services





■ THE CITY OF SAN JOSE

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 approximately 181 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 13th largest city in the nation. With nearly one million residents, 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. The City of San José has twice been named “The Most Innovative Large City in America” by the Center for Digital Government.

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-by-the-Sea; Yosemite and Lake Tahoe in the Sierra Nevada; 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. For more information about the unparalleled quality of life in San José, please visit <https://www.sjeconomy.com/why-san-jose>.

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 and supports 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 the United States. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally. Forty percent 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, and the essential role the City plays in connecting residents and businesses to the nation and the world.

■ GOVERNANCE

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of ten (10) council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and her executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community’s needs. Department heads are appointed by the City Manager with confirmation by the City Council. The City actively engages with members of the community through Council-appointed boards and commissions.

In addition to providing a full range of municipal services including police and fire, San José operates an airport, a municipal water system, a regional wastewater treatment facility, some 200 neighborhood and regional parks, 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 Theater, Mexican Heritage Plaza, and the SAP Center San José – home of the National Hockey League San José Sharks.

City operations are supported by 7,040 full-time equivalent positions and a total budget of \$6.1 billion for the 2023-2024 fiscal year. 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.

■ THE DEPARTMENT

The San José Police Department is dedicated to providing public safety through community partnerships and 21st Century Policing practices, ensuring equity for all. The Department is committed to treating all of San Jose’s diverse community members with dignity, fairness, and respect while protecting their rights and providing equal protection under the law. The San Jose Police Department has authorized 1,172 sworn officers and 569 civilian staff in four Bureaus comprised of 11 divisions with more than 61 specialized Units and assignments. The Department is responsible for policing a city of 181 square miles and over one million residents.

■ THE POSITION

The City of San José Police Department (SJPd) is seeking an experienced executive to serve as Deputy Director and lead the Bureau of Technical Services. Under the direction of the Assistant Chief of Police, the Deputy Director is responsible for developing and overseeing the Department’s strategic technology plan while managing Police Department support divisions, including the Systems Development Division (IT Division), Crime Analysis Unit, Body-Worn Camera Unit, BTS Technology Portfolio Manager, Interoperability Manager, and serving as the City-designated Working Committee board member for the Silicon Valley Regional Interoperability Association.

This position plays a pivotal role in ensuring that SJPd remains at the forefront of law enforcement technology, enhancing officer effectiveness, improving emergency response capabilities, and

maintaining public trust. By integrating advanced technology solutions and data-driven decision-making, the Deputy Director directly contributes to the Department's mission of protecting and serving the San José community with excellence and integrity.

As a key executive within the Police Department, the Deputy Director collaborates closely with the Chief, Assistant Chief, and Deputy Chiefs to lead a dynamic, progressive law enforcement agency. The Deputy Director must bring a balanced combination of law enforcement expertise, technical proficiency, and data analytical skills to drive operational effectiveness, officer safety, and community engagement through innovative technology solutions. This position oversees a staff of 48 with six direct reports and plays a crucial role in ensuring the Department's IT infrastructure is resilient, secure, and aligned with the mission-critical needs of first responders.



Duties include, but may not be limited to the following:

- Mentor and lead multiple teams by setting clear division goals, establishing performance standards, and conducting regular staff evaluations. Provide coaching and professional development opportunities to ensure team members align with the Police Department's strategic IT objectives and operational priorities.
- Develop, oversee, and enforce Police Department IT governance structures, policies, and security protocols to ensure that technology investments and initiatives support law enforcement operations, mitigate risks, and comply with DOJ Criminal Justice Information Systems (CJIS) Security Policies, as well as other relevant law enforcement regulations and standards.
- Drive innovation and continuous improvement within the Police Department's IT infrastructure by leveraging emerging technologies, industry best practices, and data-driven solutions. Identify opportunities to enhance system performance, cybersecurity, scalability, and reliability while optimizing cost efficiency to support critical policing functions, officer safety, and real-time intelligence operations.
- Proactively monitor and assess the Police Department's technology solutions, ensuring system roadmaps align with operational needs, investigative requirements, and future policing advancements. Develop strategies to modernize infrastructure, enhance digital forensics capabilities, and improve emergency response efficiency.
- Collaborate with executive leadership across the Police Department to drive strategic technology initiatives that enhance investigative capabilities, crime analysis, real-time intelligence gathering, and public safety outcomes.
- Oversee resource allocation and budget management, ensuring timely and measurable technology advancements within financial constraints. Provide strategic recommendations on IT investments and actively participate in long-term technology planning and public safety modernization efforts.
- Establish and maintain strong partnerships with external vendors, technology providers, and law enforcement agencies to ensure seamless integration of mission-critical solutions. Negotiate contracts, manage vendor performance, and enforce compliance with CJIS security standards to safeguard law enforcement data and digital assets.
- Collaborate with patrol, investigations, and command staff to integrate technology that enhances officer situational awareness and investigative efficiency. Build strong relationships with regional law enforcement agencies, technology partners, and public safety stakeholders to advance interoperability and intelligence-sharing.
- Promote employee wellness, staff engagement, and professional development to maintain a highly skilled and mission-focused team.
- Directs and oversees the Systems Development Division (SDD), which consists of three specialized teams: the Applications Team, responsible for software solutions and law enforcement applications; the Infrastructure Team, managing networks, servers, and cybersecurity; and the Sworn Team, comprising one sergeant and four officers, ensuring seamless integration of technology with policing operations. This division plays a critical role in advancing the San José Police Department's technology infrastructure and IT operations, consisting of 23 professionals. SDD drives strategic IT initiatives that enhance investigative capabilities, real-time intelligence, and public safety outcomes. SDD ensures compliance, cybersecurity, and operational resilience by implementing robust governance structures, enforcing CJIS security policies, and leveraging emerging technologies. SDD is managed by a Division Manager who provides leadership and strategic direction to ensure the success of the department's technology initiatives.
- Direct and oversee the Crime Analysis Unit (CAU), which is responsible for crime data collection, analysis, and reporting to support strategic, tactical, and administrative law enforcement functions. Ensure compliance with National Incident-Based Reporting System (NIBRS) standards for accurate and timely crime reporting to local, state, and federal agencies. Lead the development and enhancement of Power BI dashboards and other analytical tools to provide real-time operational insights to command staff, patrol, and investigative units.
- Direct and oversee the Body-Worn Camera (BWC) Unit and Photo Lab, ensuring compliance with state and federal regulations, including data retention, security, and public disclosure policies. Ensure the secure storage, retrieval, and management of digital evidence to support investigations, prosecutions, and public transparency. Support public trust and department accountability by implementing best practices for digital evidence management, audit processes, and system integrity.

- Supervise the Bureau of Technical Services Technology Project Manager, who centralizes and manages all departmentwide projects. This includes overseeing project portfolio management to support executive decision-making on portfolios, projects, programs, and operations.
- Supervise the Interoperability Manager, who is responsible for public safety communications and data-sharing across law enforcement agencies. Represent the Police Department in regional and statewide public safety technology initiatives to enhance interagency cooperation and emergency response coordination.

■ THE IDEAL CANDIDATE

The ideal candidate will be an inspirational and engaged leader capable of advocating and ensuring the success of the Bureau of Technical Services. Excellent communication and interpersonal skills are necessary to build positive relationships and engage with several entities, such as the Silicon Valley Regional Interoperability Authority and the Urban Areas Security Initiative, as well as staff and City leadership. The successful candidate will work collaboratively with the other Deputy Chiefs to ensure the mission of the Department and vision of the Chief is accomplished.

The Deputy Director must be an exceptional and seasoned technology professional who can lead a dynamic and forward-thinking organization. A candidate with a comprehensive background in data analytics is sought. A leader in the IT field with strong management and communication skills is desired.

Key Attributes and Characteristics

- A broad balance of technical experience, strong data analytical and modeling skills, and knowledge in law enforcement practices.
- A deep understanding of various data structures and technology, and the commitment to provide excellent customer service.
- Recognizes the importance of new technology for the City and the Police Department and the ability to gain buy-in from all stakeholders.
- An aptitude and appetite for utilizing and leveraging technology to enhance customer service and improve operations.
- Demonstrated experience in implementing data analytic tools to help reduce high-frequency and geographically focused crimes.
- Experience researching, data mining implementing industry best practices, and demonstrated experience in deploying technology to leverage the talents of staff.
- Demonstrated success in records management, budget management, and public presentations.
- A conscientious, professional, and positive individual able to gain credibility and trust within an organization through mutual respect, effective communication, and listening skills.
- A proven track record and commitment to ensuring success given the challenges of budgetary and staffing deficits is preferred. A solid understanding of the municipal purchasing process is required.
- An engaged and inclusive, responsive to the needs of staff and the department and the sense of urgency required in a public safety environment.

■ QUALIFYING EDUCATION & EXPERIENCE

Education

- A bachelor's degree in criminal justice, public administration, business administration, information technology, data analytics, or a related field from an accredited college or university.

Experience

- A minimum of six (6) years of progressively responsible leadership experience in law enforcement technology, crime analysis, digital evidence management, IT governance, or public safety operations within a public or private agency.
- Experience in a law enforcement, nonprofit, public sector, or corporate environment working with a governing board and in a union environment is highly desirable.

Licenses/Certificates

Required

- Possession of a valid license authorizing the operation of a motor vehicle.

Desired

Project Management Certificate:

- Project Management Professional (PMP)[®] – PMI (Project Management Institute)
- Certified ScrumMaster (CSM) – Scrum Alliance
- Advanced Certified ScrumMaster (A-CSM) – Scrum Alliance
- Agile Certified Practitioner (PMI-ACP)[®] – PMI

■ SPECIAL REQUIREMENT

Background: Submit to a personal background investigation as required by the Police Department

Employment Eligibility: Federal law requires all employees to provide verification of their eligibility to work in this 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.



■ IMPORTANT INFORMATION

Upon commencement of employment and subsequently each spring, the incumbent of this position must file the Family Gift Reporting Form together with the Statement of Economic Interest-Form 700. Please view the following link for details related to the State-Required reporting: Form 700 (ca.gov) and the following link for the City of San José Family Gift Reporting Form: [showpublisheddocument \(sanJoseca.gov\)](http://showpublisheddocument.sanJoseca.gov).

■ COMPENSATION AND BENEFITS

The salary range for the Deputy Director is \$161,513.30 - \$260,737.36.

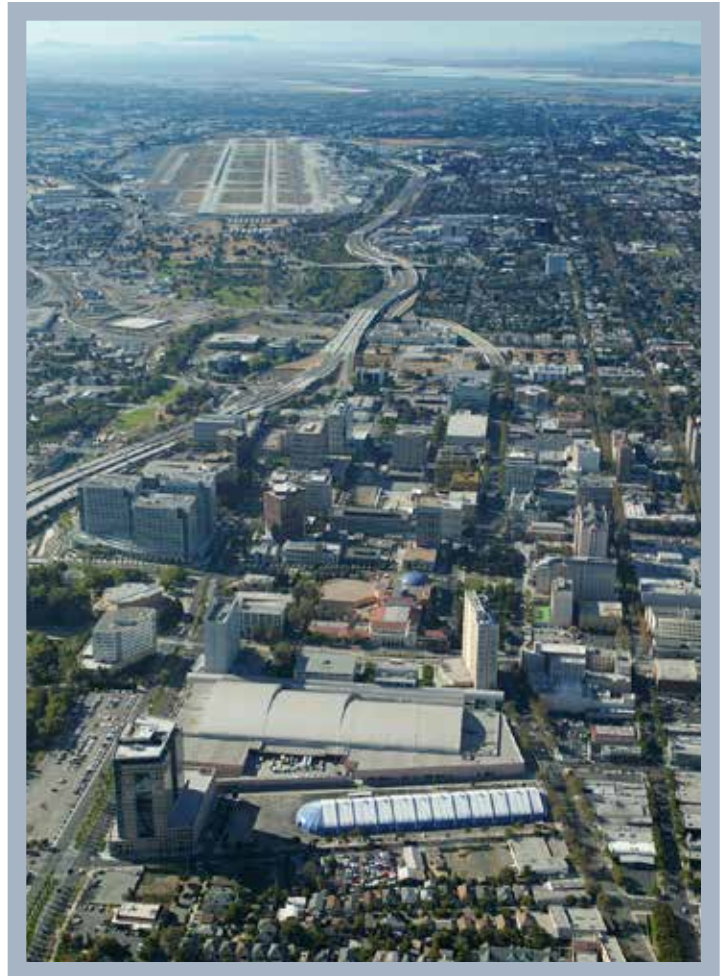
Placement within this range will be dependent upon the qualifications and experience of the individual selected. This salary includes an approximate five percent (5%) ongoing non-pensionable compensation. The salary is supplemented by an attractive benefits package that includes, but is not limited to:

- Retirement – Competitive defined benefit retirement plan with full reciprocity with CalPERS.
- Health Insurance – The City contributes 90% towards the premium for the lowest-priced non-deductible plan. Several plan options are available.
- 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. Vacation accrual may be adjusted for successful candidates with prior public service to reflect a vacation accrual rate commensurate with total years of public 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 is accrued at the rate of approximately 8 hours per month.
- Holidays – The City observes 15 paid days annually.
- Deferred Compensation – The City offers an optional 457(b) plan.
- Flexible Spending Accounts – The City participates in Dependent Care Assistance and Medical Reimbursement Programs.

- Insurance – The City provides a term life insurance policy equal to two times annual salary. Long-term disability and AD&D plans are optional.
- Employee Assistance Program (EAP) – The City provides a comprehensive range of services through its EAP.

Executive Management Benefits <https://www.sanJoseca.gov/home/showpublisheddocument?id=21323>

Health Benefits <https://www.sanJoseca.gov/your-government/departments-offices/human-resources/benefits>



■ HOW TO APPLY

This recruitment 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). Resumes should reflect years and months of positions held, as well as size of staff and budgets you have managed.

Please submit your materials to: <https://koffassociates.com/san-jose-dep-dir-technical-svcs/>

For additional information, please contact:



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A Gallagher Company

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The City of San José is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status or any other consideration made unlawful under any federal, state or local laws. The City of San José is committed to offering reasonable accommodations to job applicants with disabilities.

