



## INFORMATION SERVICES DIRECTOR

SALARY: \$89,544 - \$113,464 DOQ + EXCELLENT BENEFITS

*The City of Tualatin, Oregon*, is offering an excellent career opportunity for an exceptional technology leader and communicator, desiring to participate in a highly-functioning executive leadership team serving a medium-sized community that values education, innovation and new business development.

### *The Community*

The City of Tualatin, population 27,000, is a dynamic, vibrant community ideally located just 12 miles south of Portland and 30 miles north of Salem, the state capitol. Situated at the intersection of Interstate highways 5 and 205, Tualatin is a short distance to adventure: skiing, snowboarding, and sledding on majestic Mt. Hood in the Cascade Mountain Range; family-friendly summer water activities on the central Oregon Coast; national-level wind-surfing or parasailing on the mighty Columbia River, while enjoying the striking natural beauty of Multnomah Falls in the Columbia Gorge National Recreation Area.

Tualatin's population is well-educated, diverse, and involved in community and school activities. There are excellent educational opportunities available to residents through the Tigard-Tualatin School District and numerous colleges and universities within easy commuting distance. Residents take great pride in and appreciate the amenities such as award-winning parks, unique shopping and dining establishments and a low tax rate.

The city features a balance of high-quality residential areas, along with multiple commercial and industrial zones. Tualatin is a mid-sized city with a big city attitude and spirit. Tualatin is one of Oregon's most livable cities; a 25-year Tree City USA, it has an extraordinary landscape, painted with charm, opportunity, and accessibility. The center of downtown is anchored by a public/private plaza project, Tualatin Commons, which consists of mixed-use buildings surrounding a three-acre public lake.



Large employers include Legacy Meridian Park Hospital and Lam Research. The Portland Trail Blazers basketball practice facility and the corporate headquarters of DPI Specialty Food Enterprises and Pacific Foods are examples of diverse enterprises in the city. Bridgeport Village and Nyberg Rivers are award-winning life-style centers, offering outstanding shopping and restaurant opportunities to the region.



## *The City of Tualatin Government*

The City of Tualatin is organized under the Council/Manager form of government, with the City Manager serving as the administrative head of the organization. The current City Manager has served since December 2006 and is only the organization's fourth City Manager. The City has a history of progressive leadership with stable and civil governing bodies, and a commitment to improving the quality of life through well-managed, responsive city services, and a record of fiscal prudence.

The organization is made up of 20 divisions within eight departments responsible for all services except fire, which is provided through a special district, Tualatin Valley Fire & Rescue. The total fiscal year 2015-2016 adopted budget is \$78 million. The City employs approximately 190 people, including part-time and seasonal workers in Public Safety, Public Works, Community Development (Planning, Engineering, Building), Community Services (Senior Center, Parks & Recreation, Library), Finance, Information Services, Legal and Administration.

The Information Services Department is comprised of the IS Director, Desktop Support Technician, GIS Coordinator, GIS Technician and Network Administrator. The Department is responsible for maintaining and supporting IS infrastructure and services used by all City departments and the City Council. The fiscal year 2015-2016 adopted budget for Information Services is just over \$1 million.





## *The Information Services Director*

As a member of the executive leadership team reporting directly to the City Manager, this position contributes to creating and maintaining a future vision for the City. The IS Director assists other department directors in developing strategic plans for technology use, determining technologies appropriate for the city, developing project plans and cost estimates, and overseeing implementation of IS-related projects.

The IS Director manages an annual operating budget of \$1 million, supervises 4 technical employees, and leads maintenance, security and support of the City's information systems and infrastructure, including:

- Data custodianship
- Data center with servers/storage
- City's private fiber network
- Security including CJIS and PCI
- 200 desktop/laptop computers (Windows, MS Office, MS Outlook)
- 50 iPads/iPhones
- Police radios, MDCs in police vehicles; Handheld citation devices
- Software applications including:
  - Springbrook Finance,
  - TRAKiT Land Use & Permitting,
  - NEXGEN Asset Management,
  - RegJIN regional public safety
  - WCCLS shared library system
  - ESRI ArcGIS and map-based applications used city-wide
- Help Desk

Additionally, the IS Director advises the City Manager, City Council, and others on all matters regarding information services.

## Make an Impact

- Create and implement a vision for new and improved services as part of a highly-functioning leadership team serving a medium-sized city with ample opportunities to be nimble and innovative.
- Given the City's stable and robust IS infrastructure and newly-implemented core software applications, focus on innovative uses of technology to further business objectives including mobile technologies and social media.
- Leverage exceptional GIS infrastructure and on-staff expertise to further the use of integrated data in city decision-making and to provide map-based information services for the community.
- Promote servant leadership and teamwork in a fun and friendly work environment.
- Promote Tualatin as a great place to live, work, play, and visit.



## *The Ideal Candidate*

The ideal candidate likes to make a direct impact on the quality of the City's business services by building relationships with City managers, and assisting employees at all levels utilize technology and information services to meet business objectives. The IS Director is an exceptional listener who enjoys understanding evolving business strategies and is an equally-exceptional communicator, able to make technology strategies, potential solutions, and technical issues easy-to-understand for less tech-savvy colleagues.

The IS Director is a servant leader, skilled at sharing authority, leading by example, and putting others' needs ahead of their own. The successful candidate is personable and patient, responsive and accountable, respectful and professional at all times, and able to mentor ongoing development of those qualities in other IS employees. As leader of a customer service department, the IS Director is ready to "roll up sleeves" as needed to assist in providing IS support, and accepts responsibility when IS department service falls short. A good sense of humor and a high-level of emotional intelligence are important qualities of the ideal candidate for this position.

The IS Director is a strong manager first, technologist second, with demonstrated success managing people and projects, particularly in an environment where budgets are adequate but lean. The ideal candidate facilitates collaborative discussion to develop IS priorities to support multiple business units with diverse business needs, all vying to be first on the IS Department's list of projects. Additionally, the IS Director is skilled at finding "the right" balance for the City of Tualatin between conformance to standards and flexibility in meeting business needs. The ideal candidate is risk-aware and not risk-averse.

While the successful candidate will have a solid combination of technical education and experience, knowledge of a specific set of technologies is not as important to this position as are strategic thinking and critical analysis abilities to evaluate the next new technology and its appropriateness for City use. However, experience supporting public safety or similar organizations requiring the highest levels of security, 24x7x365 operations, and ongoing deployment of new technologies to remain effective, is important in the successful candidate.

The ideal candidate has outstanding interpersonal skills; demonstrates excellent judgment, and is able to work successfully with all people especially in challenging circumstances. The IS Director is confident in their knowledge and abilities, and desires to help others be successful.



## *Minimum Qualifications*

A minimum of five years demonstrated progressively responsible experience managing Information Services in local government or a similar environment. Technical areas of responsibility include software applications, interfaces and programming; data management and GIS; communications (networks, phones, radios, mobile devices), infrastructure (data center, servers, storage, cable plant, system operations management) and IS security (including CJIS and PCI). A Bachelor's degree in Computer Science, Management Information Systems, Information Technology, or a related field from an accredited college or university; Master's degree preferred. Any satisfactory equivalent combination of education and experience may be substituted for the above requirements.



## *Compensation and Benefits*

**Salary:** This full-time position has an annual salary range of \$89,544 – \$113,464. Final compensation package is dependent upon qualifications.

**Retirement:** The City is a member of the Oregon Public Employees Retirement System. The City contributes the employee's portion (6%) to the system.

**Deferred Compensation and Flexible Spending Accounts:** The City offers three voluntary deferred compensation programs. The City also provides a 401(a) account into which an annual contribution is made of 2% of the employee's base salary. A voluntary flexible spending account program is available for unreimbursed medical expenses, dependent care expenses, as well as health care premiums.

**Insurances:** The City provides life insurance and long term disability as well as offers comprehensive health plan options which require an employee co-pay.

**Leave:** Vacation accrual is based upon years of service. Sick leave accrues at the rate of 96 hours per year. There are eleven annual paid holidays, and two floating holidays.

**Miscellaneous:** A city vehicle is available for city business during regular workdays. Reimbursement at the current IRS rate is provided for use of a personal vehicle used when attending off-hour events.

## *How to Apply*

The City of Tualatin is an equal opportunity employer and is dedicated to a policy of non-discrimination. All qualified applicants are encouraged to apply as soon as possible and no later than **February 15, 2016**. Apply online at <http://agency.governmentjobs.com/tualatinor/default.cfm>.

If you need accommodation in the recruitment process, please contact Human Resources at 503.691.3022, TDD 503.692.0574, or email to [recruitment@ci.tualatin.or.us](mailto:recruitment@ci.tualatin.or.us)