



CUPERTINO



Apply by January 22, 2016

CHIEF TECHNOLOGY OFFICER

Recruitment Services Provided by Ralph Andersen & Associates



The Opportunity

The City of Cupertino, California is conducting a national search for a dynamic and talented technology leader to become Cupertino's first Chief Technology Officer (CTO). This is an exciting opportunity to lead technology for a city known for technology. The selected candidate will be given broad latitude to make impactful change in order to deliver technology services utilizing the best means possible. Ideal candidates will thrive in a fast-paced, progressive organization that serves a community with highly engaged citizens.

Cupertino, The Heart Of The Valley

The City of Cupertino is a community rich in economy, culture, and sunshine. With one of the most diverse, progressive, and technologically savvy populations in Northern California, Cupertino has quickly become a city that people like to talk about.

A booming community in its own right, Cupertino (population 60,550) lies at the center of Silicon Valley's compass. A short drive can take you south to San Jose and the campuses of the world's leading technology firms, north to San Francisco and the Bay, or west to the redwoods of the peninsula and the shores of the Pacific.

Education, innovation, and collaboration are the hallmarks nourished by the City government, the community, and local industry.

Within the City's borders is a thriving business community that is home to some of the greatest innovators in technology – companies like Apple Inc. and Seagate. For outdoor recreation, Cupertino offers

more than 150 acres of parkland, including Blackberry Farm with its 9-hole golf course. For indoor recreation, the Cupertino Sports Center and Cupertino Senior Center offer a range of activities, while the City's library presents events and activities for both kids and adults. Restaurants in Cupertino reflect the City's rich and ethnically diverse population, bringing cuisine from around the world.

Quality schools and closeness to high-tech jobs make Cupertino a desirable Silicon Valley address for a highly educated and culturally diverse population. More than 60 percent of residents aged 25 years or older hold a Bachelor's degree or higher. More than 40 percent of residents were born outside of the United States.

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City of Cupertino

The City of Cupertino is a General Law city with a council-manager form of government. The City Council has five members who are elected at-large to overlapping, four-year terms. The Council members themselves elect the Mayor and Vice Mayor for a term of one year. The Mayor and Council appoint the City Manager who is charged with implementing policy decisions made by the elected Council, which the City Manager accomplishes through delegation to appropriate departments. The City Manager is also responsible for the annual City operating budget of \$65 million.

Information Services Department

The Information Services Department consists of approximately 15 staff members organized into three units: Communications, Information Technology, and GIS:

- The **Communications Division** is the largest division in the Department and is led by a Public Affairs Director. This Division provides communication services for the City of Cupertino spanning multiple media including internet, television, radio, and print.
- The **Information Technology Division** aims to provide diverse and robust technology services to not only the staff inside the organization, but to the highly-engaged and highly-technological citizenry of Cupertino.
- The **GIS Program** provides comprehensive Geographical Information System services to support many departments and divisions within the organization. Cupertino's GIS operation is highly advanced, with significant work in 3D GIS.

A technology assessment for the City of Cupertino was conducted by a highly-regarded consultant. Interested candidates may find the assessment at: ralphandersen.com/jobs/chief-technology-officer-cupertino

The Position

Reporting to the City Manager, the Chief Technology Officer will lead all communications and information technology services city-wide. Cupertino's first CTO will be responsible for planning, organizing, directing, and supervising assigned divisions and sections of the Information Services Department including strategic planning and optimizing the Department for maximum effectiveness.

Specific responsibilities include:

- Serve as the City's overall technology leader and advisor in order to position Cupertino to effectively respond to the rapidly changing technological environment. This requires an overall understanding of Cupertino's business needs in order to best align technology to serve them.
- Lead and develop the Information Services Department team including allocation of staff and resources, hiring, staff development, training, terminations, and performance appraisals.
- Serve as a member of Cupertino's executive leadership team addressing city-wide policy, management and strategic issues, and interfacing technology with overall city operations.
- Ensure all divisions provide outstanding customer service to both internal and external customers.
- Lead technology governance; engage other City departments in the technology governance committee to prioritize and accomplish city-wide technology objectives.
- Provide technology project management leadership; ensure Cupertino's technology projects are delivered in a timely, fiscally responsible, and well-communicated manner.
- Negotiate and administer numerous technology vendor contracts for goods and services.
- Formulate, recommend, and administer policies and procedures governing the operation of Communications, Information Technology, and GIS units; establish long-range goals and implementation plans.
- Assume responsibility for planning, preparing, and administering the Information Services Department budget including the provision of both operational and capital needs.

Challenges and Opportunities

Cupertino's first Chief Technology Officer will work in a demanding environment, shaped by a culture of high civic engagement and its location in the cradle of technological innovation. Working with a highly skilled and responsive staff, the CTO will have a number of challenges and opportunities in which to excel:

- A technologically talented and savvy City Council introduces private-sector demands into a municipal environment, challenging staff to be highly innovative and adaptive. This environment requires a very high level of understanding of trends and issues in technology, while managing expectations.
- Cupertino has a strong reputation as an innovator of technology, being one of the first cities in the region to have a city television channel, webcast, and mobile applications.
- Cupertino's relatively small size will afford the CTO the opportunity to interact directly with the citizens and the City Council members, a characteristic not found in larger IT organizations that often operate behind the scenes.
- Communications staff are very skilled at message mapping in order to best deliver content to citizens.
- While it is less than ideal, shadow IT is prevalent within Cupertino but can be minimized through a stronger delivery of IT services.
- The IT Division has undergone several reorganizations in recent years, with the latest changes to yet solidify.
- IT is currently being delivered with a blend of City and contract employees, which may/may not be ideal. The next CTO will have broad authority to improve the operation of the Division.
- A Technology Governance Committee was recently formed and has not yet begun serving its purpose.

The City of Cupertino is a financially stable and conservative organization, well-resourced, and nimble. This provides a powerful environment to effect change and to be innovative.





The Ideal Candidate

It will be important for the City's first Chief Technology Officer to possess certain traits and skills, with a leadership style that interfaces well within the organization. Specifically:

- While this is a technology position, a strong leader is sought more than a technologist. The ability to lead, inspire, and manage people with strong vision is more important than the technology expertise itself. The next CTO will, at times, be tasked with making hard decisions and must understand their impacts upon the overall organization. Notwithstanding the preference for leadership, the CTO must understand and lead technology in the most technologically advanced region of the world.
- The ability to skillfully communicate with persuasiveness and advocacy cannot be understated. Effective communication is key – within the organization, to the City Council, and to the community.
- The CTO will need to understand progressive initiatives in government (e.g., open data, regional applications, etc.) with an understanding of the legislative environment, public sentiment, and business needs while being highly driven to make Cupertino the leader in municipal information services.
- An empowering and mentoring style will work well with a skilled and professional staff.
- Operating with complete support from management, the successful candidate will be an independent thinker with a high degree of initiative.

The successful candidate will possess the leadership skills necessary to facilitate change, inspire teamwork, and at the same time be extremely adaptable and flexible.

Qualifications

This position requires sufficient education, training, and/or work experience that will enable the incumbent to perform the essential functions of the position. A typical way to qualify would be:

Education: A Bachelor's degree, preferably in computer science, information technology, business administration, information systems, or a related field.

Experience: Five years of progressively responsible experience in information systems with at least three years of management or supervisory experience.

Compensation and Benefits

The annual salary range for the Chief Technology Officer is \$148,908 - \$181,908. Placement within the approved salary range will be dependent upon career experience and qualifications.

The City also offers a comprehensive benefit package including:

- CalPERS Retirement:
 - » New employees to Cupertino hired after 12/29/12 with prior CalPERS (or reciprocal agency) service: 2.0% @ 60; City pays .75% of employee contribution and employee pays remaining 6.25%.
 - » New employees with no prior CalPERS service or a break in CalPERS service of 6 months or more: 2.0% @ 62; employee required by law to pay 50% of the Normal Cost that currently equates to 6.25%.
- Choice of health insurance; portion of family premium paid by the City and fully or partially paid premium for employee, depending on plan.
- Monthly contribution of \$163 per month into a Health Reimbursement Arrangement account.
- Fully paid life and long-term disability insurance.
- Partially paid vision and dental insurance.
- Fully paid Employee Assistance Program.
- Educational reimbursement up to \$1,200 for approved coursework.
- 12 holidays plus 20 hours of floating holidays annually.
- 8 hours of sick leave per month.
- 10 to 22 days of vacation annually.
- 24 hours of administrative leave annually.
- 9/80 work schedule and partial-telecommuting available.
- \$400 credit that can be used to pay for recreation activities and programs within the City.
- Cupertino Sports Center membership.

Recruitment Process

To be considered, candidates must submit a compelling cover letter, comprehensive resume, and salary history via email to apply@ralphandersen.com. **Candidates should apply by January 22, 2016.**

Prior to final interviews, candidates will be required to sign a release form to authorize verifications to be conducted including employment history, degrees obtained, and other certifications.

Confidential inquiries are welcomed to Mr. Greg Nelson at 916.630.4900, extension 137 or email to greg@ralphandersen.com.

The City of Cupertino is an equal opportunity employer.

WWW.CUPERTINO.ORG