



RECRUITMENT PROFILE

DIRECTOR OF INFORMATION TECHNOLOGY CITY OF CHARLOTTESVILLE, VIRGINIA

This Recruitment Profile outlines factors of qualifications and experience identified as necessary and desirable for Candidates for the Charlottesville Director of Information Technology position to possess and provides background information on the community and City of Charlottesville.

Importantly, this Profile will be used as a guide in the recruitment process, providing criteria by which applications will be screened and individuals selected for final interview and appointment consideration.

All inquiries relating to the recruitment and selection process for the Director of Information Technology position are to be directed to either Assistant City Manager Leslie Beauregard at 434-970-3105, beauregard@charlottesville.org, or Galloway Beck, Human Resources Director, at 434-970-3492, beck@charlottesville.org.

COMMUNITY BACKGROUND



The City of Charlottesville is located in West Central Virginia, approximately 100 miles southwest of Washington, D.C. and 70 miles northwest of Richmond, Virginia. Situated within the upper Piedmont Plateau at the foothills of the Blue Ridge Mountains and at the headwaters of the Rivanna River, Charlottesville was established as a town in 1762 by the Virginia General Assembly and

was incorporated as an independent city in 1888. As a result of eight annexations, the most recent of which was in 1968, the City is 10.4 square miles.

Charlottesville serves as the economic, cultural, and educational center of a multi-county region. In 1981, the United States Census Bureau recognized the Charlottesville area as a Standard Metropolitan Statistical Area (SMSA). The SMSA includes the City of Charlottesville and the counties of Albemarle, Fluvanna, Greene, and Nelson. In 2017, the population of the City was estimated to be approximately 49,000 and the Charlottesville SMSA population of over 200,000.

Charlottesville was the home of two U.S. Presidents, Thomas Jefferson and James Monroe. During their terms as Governor of Virginia, they lived in Charlottesville and traveled to and from Richmond. The University of Virginia, founded by Jefferson and one of the original Public Ivies, straddles the city's southwestern border. Monticello is three miles southeast of the city and is, along with the University of Virginia, a UNESCO World Heritage Site, attracting thousands of tourists every year.

The City has ample health care resources. The University of Virginia's Health Sciences Center provides world renowned medical research, health care, and training. Martha Jefferson Hospital has a well-regarded comprehensive women's health center, oncology center, and a strong community focus.

Whether you are looking for an outdoor adventure such as hiking, biking, paddling, and camping, or you prefer fine dining, shopping or the arts, the unique and picturesque experience of Charlottesville is sure to win you over. Its scenic beauty, brick-lined Downtown Mall, and wine choices from 30+ local orchards and vineyards in the region are bonuses to a charming yet innovative community. Popular annual events include the Dogwood Festival, First Night Virginia, the Virginia Film Festival, the Virginia Festival of the Book, the Tom Tom Founders Festival, the Festival of Cultures, the African-American Cultural Arts Festival, among many others that occur throughout the year. The City has received many notable awards and recognitions and is consistently at the top of everyone's "best lists" including the "Best Place to Live in America" and "Best Small Cities in the U.S."



CITY GOVERNMENT



The City of Charlottesville voters elect a five-member Council to serve at-large as the City's legislative and governing body. Members serve staggered four-year terms, and they select one Councilor to serve as Mayor and one as Vice-Mayor for two years. Municipal elections are held in November in odd-numbered years. The Mayor presides over meetings, calls special meetings, and serves as the ceremonial head of government.

The City Council appoints the City Manager, Director of Finance, City Assessor, Clerk of Council and members of major policy-making Boards and Commissions. Council makes policy in the areas of city planning and finances, human services, public safety and justice, public utilities, and transportation.

The City is a full-service city with approximately 994 full-time staff, and FY 2019-20 General Fund operating budget of \$188.8 million, and an FY 2019-20 Capital Improvement Plan budget

of \$35.4 million. The FY 2019-20 budget reflects the continued delivery of high-quality governmental service that citizens, businesses, and visitors rely upon daily within the constraints of the current economy. As an independent City, Charlottesville does not have the same boundaries as nor is subject to taxation by any county and is not liable for any county debt. The City is financially stable and has a AAA bond rating.

DEPARTMENT OF INFORMATION TECHNOLOGY

The Department of Information Technology maintains and administers the City's SAP based ERP and serves as a consultant to the City organization and its affiliates on how to use technology to better serve all stakeholders. Information Technology maintains and administers the City's client-server technologies, including its computer network (LAN), the regional Police and regional jail computer network, the City's fiber loop, the regional Library computer network, DMV network support functions through the City Treasurers' Office, full IT service for the Charlottesville Redevelopment and Housing Authority, and services to Courts and the regional Jail.

Information Technology also provides microcomputer maintenance, computer systems analysis and development support, and help desk support. The department coordinates the maintenance of the phone system, administers the voice mail system, and manages the mailroom. It provides data backup and security for all server-based data.

DIRECTOR OF INFORMATION TECHNOLOGY

The Director of Information Technology is appointed by the City Manager and serves as a senior member of the City Manager's leadership team. The Director of Information Technology is responsible for the management of the Information Technology department including all departmental functions, programs, budget and activities. This position oversees computer, networking, cloud and data center operations including all infrastructure and application components, ensuring confidentiality, integrity and availability of data and systems. The Director of IT will drive the Departmental strategy, building and developing the IT organization, processes and procedures to support the City's overall strategic goals.

CANDIDATE QUALIFICATION CRITERIA

The following factors of education, experience, management style, and personal traits have been identified as "ideal" attributes for Candidates to possess in order to function effectively in the Director of Information Technology position.

Education and Experience

- Any combination of education and experience equivalent to a Bachelor's degree from an accredited university or college in computer science, information technology, engineering, business administration or closely related field is required.
- At least eight to ten years of senior experience in IT, IS Security, Compliance, IT/IS risk or related field is required.
- CISSP, CISM/A, CRISC security qualifications preferred.
- Master's degree preferred.

Demonstrated Skills

- Thorough understanding of IT security operations, risk assurance and management; internal and external security and data management audits; emerging technologies; firewalls; encryption; identity and access management; vulnerability management; endpoint protection and data loss prevention. Must be skilled in contract management; problem solving; personnel management; Ability to develop, implement, communicate and maintain policies and procedures; develop mitigating plans to enhance the security position of information systems assets; strong interpersonal and influencing skills; ability to work under pressure to tight timelines; ability to be forward-thinking and strategic while delivering reliable IT services; ability to build high-performing teams with the ability to place the right employees in the right roles for team success; ability to transform abstract regulatory requirements into cohesive compliance actions.

Duties and Responsibilities

- Manages broad infrastructure technologies; on premises and cloud resources, servers and networking, telecommunications, backup, security and desktop management;
- Manages service delivery of outsourced services or functions via contract with the ability to create/manage/measure Service Level Agreements and Key Performance Indicators for external and internal purposes;
- Develops business cases for investment in hardware, software and/or cloud capabilities, supporting organizational operations and present and future –state alignment;
- Analyzes operational stakeholder needs and recommends technical solutions;
- Scans the environment to understand current and emerging marketplace trends and advises on organizational impact;
- Manages IT security and implements controls requirements while promoting security awareness in the organization; complies with internal and external audits;
- Oversees and determines timelines for major IT projects including system updates, upgrades, migrations and outages;
- Develops and manages the IT budget, demonstrating the organizational benefits and cost-effectiveness of different technology solutions;
- Oversees the management of IT personnel, establishing performance standards and evaluating the performance of subordinate personnel; Ensures the availability of training and professional development programs;
- Oversees Departmental policies and procedures, supporting and implementing changes as appropriate;
- Serves as a member of the Executive Leadership Team, participating in the formulation of strategic initiatives and advising on the decision-making at the leadership level;
- Performs other duties as assigned.

Management Style/Personal Traits

- Provide strong leadership; be sensitive to the needs and interests of others; be participative, fair, and consistent in style; carry out duties in a responsive, thorough, and timely manner.
- Have the ability to create a shared vision and to plot out the steps to achieve it; be proactive in anticipating the needs and challenges of the City organization.

- Follow a team management style in carrying out the day-to-day business of the Information Technology Department, delegating broadly and effectively, allowing considerable latitude of action to a capable professional staff, while remaining accountable for all Departmental activities, programs and services.
- Possess the ability to maintain and promote positive interpersonal relationships with all parties.
- Have an interest and willingness to be personally active in the community, both as a City official and as a citizen and resident.
- Be a motivator who can develop strong staff and employee morale while attaining a high level of productivity and accomplishment.
- Understand the value of and maintaining a work environment that values diversity and fosters inclusion.

COMPENSATION and BENEFITS

The starting salary will be between \$100,000 and \$150,000 annually, dependent on education and experience level of the candidate. The City offers an outstanding program of employee benefits, including the option of participation in a Defined Benefits or Defined Contribution Retirement Plan. The opportunity to live and work in one of the most dynamic, challenging and culturally rich communities in the United States is an added benefit for the successful person. Relocation assistance will be available.

- **Medical Benefit** - Medical insurance is available through Aetna. Employees can choose from 3 options. Employee premium costs are based on plan selection. Spouse and dependent coverage is available but the cost of the premium is not subsidized. Coverage is effective on the first of the month following date of hire. Plan options and costs are determined each fiscal year and are subject to change.
- **Dental Insurance** is provided through Delta Dental at no cost for employee only coverage. Spouse and dependent coverage is available but not subsidized.
- **Life Insurance**: The City provides basic term life insurance in an amount equal to two times your annual salary. The City pays the premium. You may also purchase additional life insurance.
- **Cancer/Accident/Disability Insurance** is available for purchase.
- **Vacation and sick leave** are accrued on a monthly basis. Vacation accrual is based on length of service. City executives have a beginning accrual rate of 3 weeks per year of service. Accrual is on a per pay period basis. All employees accrue 4.62 hours of sick leave per pay period. In addition you will have immediate access to 20 hours of discretionary leave that you can use for any purpose. Employees who leave employment with the City in good standing are eligible to receive compensation for any unused vacation time up to the maximum accrual limit. There is no cash compensation for unused sick leave. However, employees participating in the City's defined benefit retirement plan can convert a percentage of their unused sick leave for additional service credit.
- **Holidays**: City employees receive 11 paid holidays per calendar year.

- ***Subsidized membership at local health fitness facilities.*** The City pays up to \$29.50 per month towards the cost of club membership at participating health and fitness facilities.
- ***Flexible Spending Accounts*** for health, dependent care, and transportation/parking expenses.
- ***Educational Assistance:*** The City currently will pay up to \$1,200 per fiscal year towards undergraduate, or up to \$2,000 towards graduate level courses, for courses taken at approved institutions that qualify as career development. Funds are approved at the beginning of the fiscal year.
- ***Retirement Plan Options:*** You may choose one of two retirement plan options offered by the City: Defined Benefit or Defined Contribution. The Defined Benefit Plan pays a monthly benefit for life at retirement based on your years of credited service and your average compensation while you are working at the City. Employees contribute 5% of base salary to this plan. With the Defined Contribution Plan, an account is established on your behalf and your account grows through contributions from the City and earnings from investments you select. The defined benefit requires 5 years of service to vest. Vesting in the Defined Contribution plan is immediate. The City makes contributions to both plans. The current contribution rate to the Defined Contribution plan for executives is 23.93 % as of July 1, 2019. The contribution rate is subject to review and may be changed.
- ***Long Term Disability:*** The City provides long term disability insurance at no cost. If unable to work due to illness or injury, the plan replaces 60% of your basic monthly earnings up to a maximum of \$6,000 per month. There is a 90-day elimination period.
- ***A Deferred Compensation Plan (457):*** Participation is voluntary. The employee on a pre-tax basis makes all contributions. ICMA is the administrator for the City's plan.
- ***Employee Assistance Program.*** The program is confidential and available to employees and family members at no cost.

APPLICATION and SELECTION PROCESS

Applications for the position must be completed online at: www.charlottesville.org/jobs. Resumes will not be accepted in lieu of an online application. The application closing date is May 31, 2019 at 5pm EST. Please also submit with your online application a cover letter, résumé, with complete salary history and five (5) professional references.

Following the closing date, applications will be screened based on the criteria as described in this profile. Candidates with relevant qualifications will be contacted to schedule preliminary interviews which will be followed by background inquiries to include reference checks. Those candidates deemed best qualified will be advanced to the next stage of the process. A final interview process will be held in Charlottesville.

The City of Charlottesville is an Equal Opportunity Employer and Values Diversity at all Levels of its Workforce.