

Raleigh, North Carolina, is seeking candidates to serve as the
**Chief Information Officer and Director of
the Information Technology Department**

The new Director will provide technology vision and leadership in
the development and implementation of City-wide information
technology programs and projects, including the
City's Smart City Strategy.



Raleigh

CITY PROFILE

During the past 30 years, growth in Raleigh, and the surrounding Research Triangle Region, has consistently and significantly outpaced the nation. Fueled by an impressive mix of education, ingenuity and collaboration, North Carolina's capital city has become an internationally recognized leader in life science and technology innovation. It also happens to be a really nice place to live.

(source: Raleigh Office of Economic Development)





The Raleigh Community

The City of Raleigh, founded in 1792, is the second largest city in North Carolina and is situated in the heart of North Carolina's Piedmont region, which is centered between the sandy Atlantic beaches and the Great Smoky Mountains. The City is both the county seat of Wake County and the capital of North Carolina. Raleigh covers an area of more than 146 square miles, has a planning jurisdiction of 181 square miles, and is home to a growing and diverse population. Together with Chapel Hill and Durham, Raleigh forms the Research Triangle Park, which was founded in 1959. The Raleigh-Cary metropolitan area, which encompasses Raleigh, also includes Wake, Franklin, and Johnston counties with a population of 1.24 million.

The City of Raleigh has been listed as one of the fastest growing cities for many years — the City's current estimated population is nearly 470,000 people (U.S. Census estimate), up from 291,141 in the 2000 Census. Raleigh is known for its high

quality of life for its residents. In the 2018 City-wide Citizen Satisfaction Survey, 89 percent of respondents were satisfied with Raleigh as a place to live, 37 percent higher than the national average.

Below are some recent national recognitions for the City:

- Ranks second in Quality of Life Index for 2020
- Numbeo, January 2020
- One of The Best Places to Raise a Family on a Budget
- The Motley Fool, 2020
- Ranks as Third Best City for Millennials to Relocate
- INDYWeek, January 2020
- Ranks among Top 10 Best Cities to Work from Home
- smartasset, 2020
- Among 'most livable' up-and-coming markets for tech jobs
- Zillow, January 2020
- Ranks as fourth fastest city for Internet speeds in the U.S.
- WRAL Tech Wire, December 2019



A 2019 Forbes study found that Raleigh is now one of the fastest growing metropolitan cities in the United States with an annual growth rate of about 3.4 percent, or an increase of 47 percent from 2000-2012. It is predicted that Raleigh will remain the fastest growing metro area through 2025.

Department Profile

The City of Raleigh Information Technology Department provides technology services and information systems that deliver business value to the City and the greater Raleigh community. As the demand for technology evolves, the IT organization must provide services to align IT investments with City-wide goals. The IT Department extends beyond the traditional operational model with its focus on civic engagement, information transparency and the promotion of constituent-facing programs to support a highly technological region.

The IT Department continues to innovate and adapt as our user needs, external challenges, and opportunities constantly evolve.

Our internal users are more sophisticated than ever and require the most cutting-edge and reliable tools that we can provide. In tandem, the external environment presents challenges to every organization as cybercriminals adapt their methods. We are especially at-risk due to the information that we need to manage and protect. Opportunities in fiber networks, the Internet of Things and in brand-new technologies abound.

In some areas, such as Geographic Information Systems (GIS), application development and open data, the City of Raleigh has a reputation as a leader. We are building on these strengths with new programs such as Enterprise Data Management and visualization. In other areas, we are continuing to build on the foundation that we've carefully laid over the past year to improve our hardware and software programs, retire and replace older systems, streamline and evolve our business processes and procedures, and continue to build an industry-leading cybersecurity program.

Important to our efforts is a continued and revitalized commitment to exceptional customer service. The City of Raleigh is on its way to eliminating paper-based processes, which helps us provide better and more cost-effective service to each other and to the residents we serve. Our successes with migrating to the Office 365 environment and the automation of human resources processes prove this. Our partnerships with the development and code enforcement communities for a new planning and enforcement tool, along with other entities, inspire us for remarkable things in the future.

Our vision as a department continues to be working toward becoming not only a world-class government IT department but becoming simply a world-class IT department.

Our Vision:

To successfully integrate people, process and technology by fostering partnerships and consistently delivering solutions that serve as the foundation of City operations for our residents and employees. We partner with other governments, higher education and the business community to become a leader in the digital transformation of the local economy.

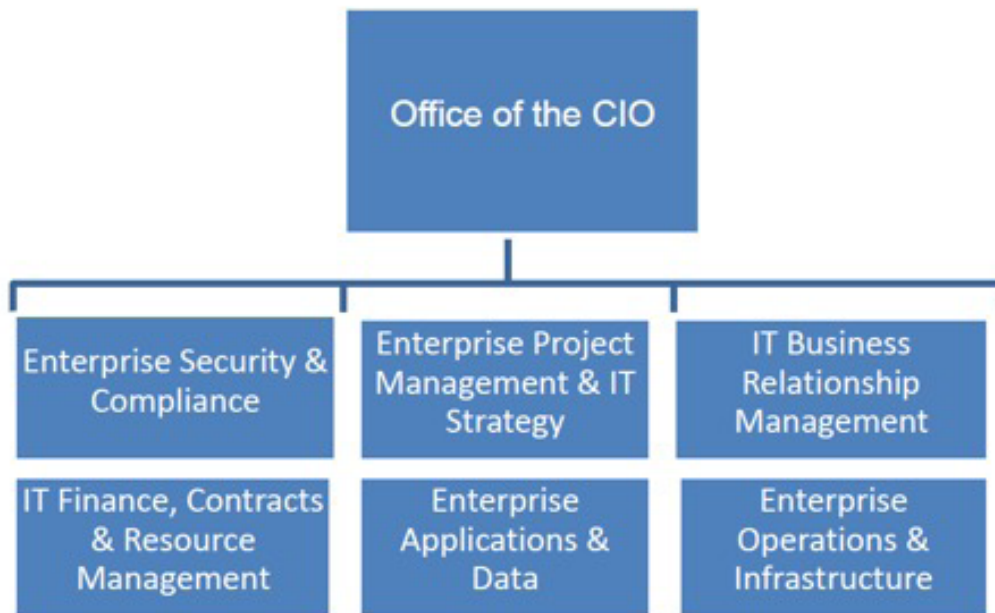


Our Mission:

Partnering with our customers to deliver services they value.

Some of our key GUIDING & GOVERNING DOCUMENTS:

- City of Raleigh Strategic Plan
- Project Management Institute's Project Management Body of Knowledge (PMBOK)
- Information Technology Infrastructure Library (ITIL®) v3 Information Technology Service Management Library



The Information Technology Department employs about 90 full-time employees, and contracts for additional staffing resources as needed among the following Divisions:

Enterprise Project Management and IT Strategy —

the Enterprise Project Management and IT Strategy Division team works across the enterprise to deliver projects focused on technology services. The ERP Center of Excellence Division supports the City's ERP applications and the planning of additional functionality and modules. ERP team members focus on the strategic direction of the various technologies that support the finance, human resources, payroll, training and budget business functions. This division is also responsible for IT strategy lifecycle management to ensure alignment with the ever-changing business landscape.

Enterprise Security and Compliance — the Enterprise Security and Compliance Division provides on-going risk mitigation, minimizes the threat landscape, enhances compliance requirements and streamlines business processes within the City. The Division maintains the City's security policies, threat and vulnerability assessments, incident and vulnerability

management and legal and regulatory requirements. It also reports meaningful data points to senior management

IT Business Relationship Management — the IT Business Relationship Management (BRM) Division is tasked with creating and maintaining the strategic partnership between the individual departments and Information Technology. This team serves as the primary contact and internal consultant for business stakeholders and assists with maintaining a high level of business satisfaction for the systems and services we provide. The BRM Division is comprised of staff who support business relationship management, business analysis, quality assurance, and communications.

Enterprise Operations and Infrastructure — the Enterprise Operations and Infrastructure Division is comprised of teams of staff that support customer service and hardware deployment, process technology requests, and support voice and conferencing services. These teams also operate servers and systems around the clock, perform monthly updates on more than 100 environments and plan for periodic hardware changes.

Enterprise Applications and Data – the Enterprise Applications and Data Division supports many of the City’s major enterprise application platforms and data repositories. The team works in partnership with City business areas and within governance structures to help plan and guide the software and technology components needed for a growing, nimble City

IT Finance, Contracts and Resource Management —

the IT Finance, Contracts and Resource Management Division oversees the Department budget and contracts, and participates in the leadership and direction of the organization through planning, implementing and managing financial and administrative activities that ensure the financial stability of the IT Department.

For FY20 the Information Technology Department has a total operating budget of \$22.5 M. Some of the current major initiatives of the Information Technology Department include:

- Continue to expand the Department’s cyber security program to protect the confidentiality, integrity, and availability of the City’s technology services.
- Partner with City Departments to identify opportunities for business process automation and centralization.
- Identify and implement a comprehensive IT policy framework that addresses the infrastructure, security, and application, and other IT-related responsibilities of the City.
- Establish consistent, clear, and forward-looking project intake methods to support the City’s investment in enterprise technology services.
- Evaluate the City’s current IT project management tool, templates, and related toolkit items to make sure its roadmap and functionality meet the City’s requirements.
- Continue to effectively oversee and govern the Technology Capital projects fund.
- Implement Security Information Event Management (SIEM).
- Enhance network access control.
- Implement IT initiatives to drive business results.
- Improve the management of network connectivity throughout the City to ensure there is a consistent process for determining which City facilities receive which type of service while ensuring the budget for these services can be well planned out.
- Improve City-wide audio-visual support by offering equipment and room standardization, enhanced training and documentation, and ensuring that equipment is updated or replaced as required.
- Work with business partners and stakeholders to increase the automation and digitization of the City’s main work processes to streamline efficiency, reduce manual errors, and leverage data repositories.

- Provide tools and services that enhance the way City staff perform their jobs and provide services to customers through the expanded and efficient use of technology.
- Work to develop an improved computer equipment and infrastructure lease management program.
- Provide the timely review and guidance to departments on enterprise-wide technology contracts.



Candidate Profile

Reporting to the City Manager or designee, the Chief Information Officer will work closely with the three Assistant City Managers and other members of the Executive Management team in the development and implementation of the City-Wide Strategic Plan. It will be important that candidates can demonstrate experience in identifying, planning and deploying complex, organization-wide technology initiatives and in developing proactive, collaborative, responsive and predictable IT governance systems. The City is looking for an exceptional leader with at least 10 years of progressively responsible experience in the management and support of information systems and technology with at least five years in a key leadership role in the IT field. Preference will be given to candidates who have served as a Chief Information Officer or IT Director in municipal or private sector settings with diverse operations.

Qualified candidates will clearly exemplify the City's organizational values of responsiveness, integrity, respect, collaboration, honesty, diversity, stewardship, and initiative. Advanced skills in project management, planning, and formulating strategies and policies in response to emergent technological opportunities and challenges will be essential.

Compensation and Benefits

The City of Raleigh plans to offer a competitive salary commensurate with the successful candidate's qualifications and experience. When you join the City of Raleigh's work family, your benefits are an important part of your "total rewards." The City provides a comprehensive benefits package as part of the total rewards program to support employees through important events in their life, to enhance their life outside work, and to help them plan and prepare for the future. The City also participates in the North Carolina Local Governmental Employees' Retirement System (NCLGERS).

Application and Selection Process

Qualified candidates should complete a profile and submit their application, resume and cover letter online by visiting our website at www.governmentjobs.com/careers/raleighnc. This position will remain open until filled; however, interested applicants are strongly encouraged to apply no later than March 31, 2020. Following this date, applications will be screened against criteria outlined in this brochure. On-site interviews with the City of Raleigh will be offered to those candidates named as finalists, with reference checks, background checks and academic verifications conducted after receiving candidates' consent. A pre-employment screening to include controlled substance tests will be conducted by the City.

For more information, please contact Susan Steed, Assistant Director for Talent Management and Organizational Development, susan.steed@raleighnc.gov.



Raleigh

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For more information about Raleigh, please visit:

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