



City of Austin, TX Chief Information Officer





The City of Austin is located in central Texas Hill Country and has a population of more than 740,000 residents. It was chartered in 1839 as the capital of the Republic of Texas, and remained the state capital when Texas was admitted to the Union in 1846. It is the 16th largest city in the United States, and is the cultural and economic center of the Austin-Round Rock Metropolitan Area with a population of more than 1.5 million.

In 2006, Austin was selected as the #2 Best Big City in “Best Places to Live” by Money Magazine and the “Greenest City in America” by MSN. Residents of Austin are typically known as “Austinites” and their official slogan is “The Live Music Capital of the World”. Recently however, Austinites have adopted the unofficial slogan of “Keep Austin Weird”. This refers to the eclectic and progressive lifestyle of many Austin residents.

The city was founded as the Village of Waterloo in 1830, and was later renamed Austin in honor of Stephen F. Austin who is known as the Father of Texas. The Texas State Capitol was completed in 1888 and was advertised as the 7th largest building in the world at that time. Today, the building remains a significant part of the Austin skyline and is, in fact, taller than the US Capitol. Since its incorporation as a city, Austin has doubled in size every 20 years.

Austin has a humid subtropical climate, characterized by hot summers and mild winters. Though people often think of Texas as being dry, this is not the case in Austin, which is known for being green and for getting plenty of rain throughout the year. Temperatures in the summer months average 90 degrees (June until September). There are only 24 days when the minimum temperature falls below freezing. The city averages 300 days of sunshine each year and about 33.78 inches of rainfall. It rarely snows in Austin.

Politically speaking, Austin is an anomaly. While Texas as a whole is hailed as a largely conservative state, Austin has the second highest liberal voting population in the entire country for a city of its approximate size. Additionally, volunteering is extremely popular and Austin is renowned as the second-most charitable city in the nation.

Austinites are very engaged and active in local politics and are extremely vocal about their likes and dislikes. They have high expectations for their public officials and are not afraid to voice their displeasure to the top levels of city management and/or the media. They also expect deep involvement and high visibility at neighborhood meetings, school functions, parades, community events, and a variety of other engagements, no matter how large or small.

As a result of its highly educated populace and its universities (which bring in people from all over the world), Austin has developed a reputation as being a young and active cultural haven. Uniqueness is celebrated and encouraged. Partly due to the influence of The University of Texas at Austin and their school for Radio, Television, and Film, as well as an advantageous business climate and low-key celebrity culture, Austin has been the location for many motion pictures and television shows, including the current hit, “Friday Night Lights.” The city has taken advantage of this reputation and annually hosts the Austin Film Festival. The city’s nightlife and music scene are also a significant part of Austin’s culture. Many Austinites flock to the legendary Sixth Street to enjoy the nightlife and live music offerings, which are plentiful and varied on any given night of the week.

Austin has a thriving economy that is rich in technology (the city is often deemed “Silicon Hills”). The largest employers include the University of Texas, the State of Texas, SETON Healthcare Network, Dell, IBM, the city of Austin, and Freescale Semiconductor. Other high-tech companies with a presence in the city include: Apple Inc., Hewlett-Packard, Vignette, AMD, Sun Microsystems, Samsung, and Intel. Additionally, Austin is rich in small businesses and is served by a strong network of independent, locally owned firms and organizations such as the Austin Independent Business Alliance.

Communications and Technology Management (CTM) is a division within the Financial and Administrative Services Department. As a provider of information technology services for City of Austin departments, as well as outside agencies in the Central Texas region, CTM's scope of activity is largely dictated by the rate of technology change and the support needs of its customers. CTM's customer base is continuously increasing as the City grows. This growth is also affected by the consolidation of IT contracts, networks and services to realize cost savings, technology services improvements, and increased interoperability of communication services throughout the region. Moreover, CTM is the custodian and manager of IT projects throughout the City, as well as large-scale servers, networks, security, telephone systems, and software to support the organization on a citywide basis.

Mission

The mission of Communications and Technology Management is to provide efficient and reliable information technology services to City departments, as well as outside agencies, and integrate the applicable voice/data communication within the Central Texas Regional area to achieve business goals.

The Chief Information Officer (CIO) will be responsible for leading strategic planning and directing the activities of the Communications and Technology Management division, aligning citywide IT planning, policies, procedures, personnel and budgeting with the strategic direction of the City Manager's Office, and partnering with local and regional public safety and transportation agencies with regard to communications systems.



The CIO is responsible for the following activities:

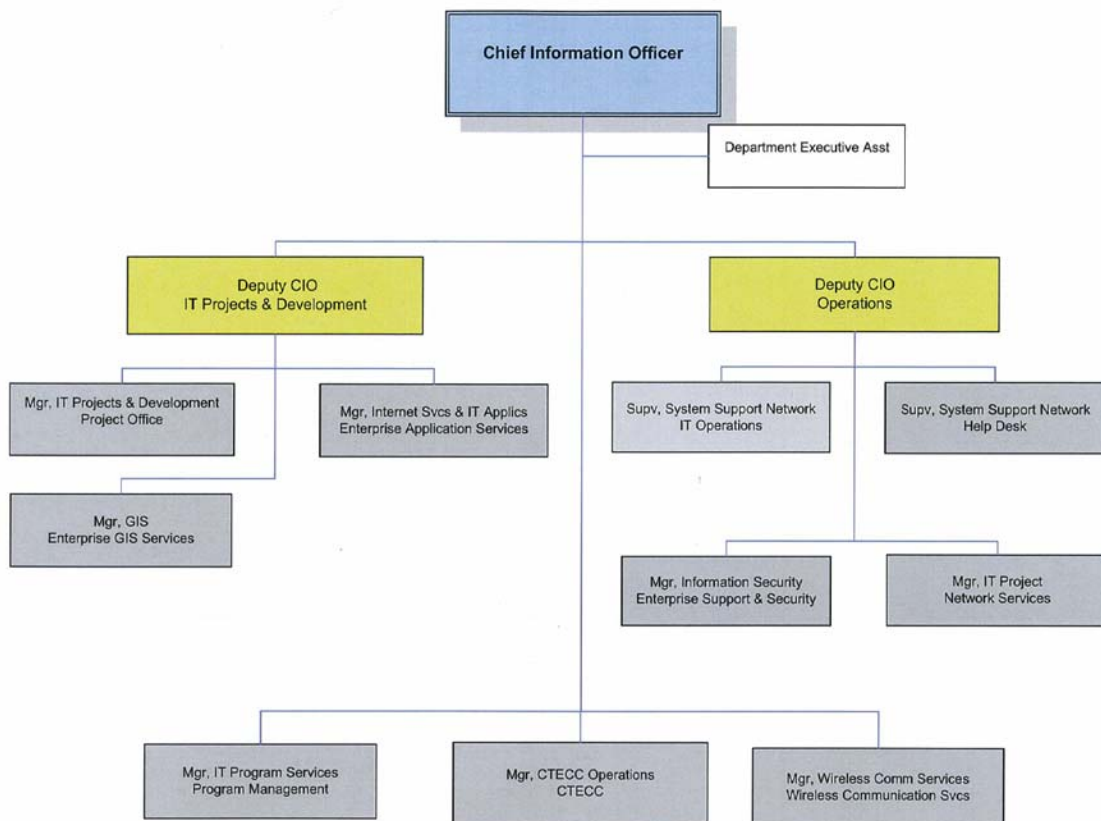
- Directing the activities of all CTM functional areas, including local/wide area networks, desktop support, voice operations, wireless communications, the regional radio system, systems security, video and data transmissions, geographic information systems, applications development, the Combined Transportation, Emergency, and Communications Center, and the IT project management function.
- Developing, maintaining and ensuring effective partnering with local and regional public safety and transportation agencies to provide and maintain effective communication systems.
- Developing and maintaining consensus across departments and outside agencies to align and implement communications and technology standards and strategies.
- Directing, maintaining and ensuring 24/7 monitoring, management and support of the public safety and other critical technology and communications systems including networks, data center, applications and wireless communications.
- Overseeing the preparation of the departmental business plan and budget and ensures expenditures remain within projections.
- Directing programs to monitor, evaluating and improving the efficiency and effectiveness of service delivery methods and procedures for customer service.
- Directing the planning, development and implementation of policy regarding technology issues.
- Ensuring that strategic direction is translated into tactical projects to produce the desired outcome.
- Attending City Council meetings as needed to explain technology procurements, programs, policies and activities.
- Negotiating and resolving sensitive or controversial issues.

The CIO is responsible for a full range of supervisory activities, including selection, training, evaluation, counseling, and termination.

Additionally, the CIO must possess the following knowledge, skills and abilities:

- Knowledge and expertise in the areas of information technology, communications technology, general business practices and project management.
- Knowledge of inter-local agreements and practices.
- Knowledge of inter-local agency governmental budgetary practices.
- Knowledge of public administration principles, including the basic principles of organization, management and budget preparation.
- Knowledge of inter-local agency government purchasing laws and practices.
- Knowledge of Texas Open Meetings Act, Government Code, Chapter 551.
- Knowledge of Dispute Resolution.
- Knowledge of basic laws, ordinances and regulations underlying a public sector organization and applicable county, state and federal legislation affecting public service agencies.
- Knowledge, skill and ability of current best practices of leadership and management.
- Ability to establish and maintain effective working relationships with City staff, executive management, peers, state and county officials, outside agencies and partners, vendors, community groups, general public and media representatives.
- Ability to work with and coordinate between multiple agencies with different governmental structures to meet inter-local agreement goals and objectives.
- Ability to communicate effectively both verbally and in writing.
- Ability to develop, implement and administer goals, objectives and procedures for providing effective and efficient services.

Communications & Technology Management



Updated 9/15/08



Ideal Candidate

Interested candidates need to possess a Bachelor's Degree in a related field and six (6) years experience managing a complex Information Technology Division including three (3) years of supervisory experience. Total experience should include a range of operational oversight of enterprise resource planning, GIS functions, Security, Application Design and Development, and other IT functions associated with a large complex IT organization.



The City of Austin's new CIO will be challenged during the first year of employment with the following critical issues including, but not limited to the following:

- Building and implementing a new, comprehensive Strategic Plan for IT services citywide. This plan should include a roadmap for managing day to day technology needs, as well as long-range plans to anticipate and meet future IT needs. The Plan should also detail methodologies and tools for prioritizing projects and initiatives, including an effective structure for organizational IT governance.
- Developing and strengthening relationships, both within IT and across departmental lines.
- Establishing a cohesive team within CTM.
- Establishing and maintaining an environment throughout IT operations citywide for collaborative decision making.
- Mentoring, coaching, and providing leadership development within the IT organization.
- Creating and articulating a clear vision for IT Services that will foster good communications that will inspire individuals within the City's IT community to work together.

Salary

The City of Austin is offering a competitive salary commensurate with experience, a comprehensive benefits package, and relocation assistance may be offered to the successful out-of-town candidate.

How to Apply

To learn more about this position, please forward a transmittal letter of interest and a resume to:

Arcus Public
8170 Adams Drive
Suite 200
Hummelstown, PA 17036
877.570.8040
Fax: 717.583.5103

E-mail:
AustinCIO@arcus.net

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