



City of Tacoma, Washington Information Technology Director

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Welcome to the City of Destiny. Nestled on the shores of Commencement Bay on the West Coast of the U.S., Tacoma is an international gateway to the Pacific Rim and the world. The city also has easy access to some of the most magnificent natural wonders in the world such as Puget Sound, Mount Rainier National Park and the Olympic Peninsula. Tacoma is one of the West's most ecologically diverse areas, offering an abundance of sea life at its shores and bald eagles soaring in its skies.



The name Tacoma stems from the Native American name for Mt. Rainier, "Tacobet," meaning "Mother of the Waters." "City of Destiny" became Tacoma's moniker when it was designated as the Northern Pacific Railroad's western terminus for its transcontinental railroad in 1873. Today the city remains a destination spot, and more and more a choice location for growing businesses.

Today, more than a century after Captain George Vancouver first explored its shores, Tacoma remains a destination spot with the amenities of a big city and the charm of a small town. An ever-changing community full of potential and excitement, Tacoma is poised to embrace the future.

Tacoma exemplifies the good life of the Northwest with great neighborhoods, rich culture, nightlife and a strong economy with vistas of Mount Rainier and more than 40 miles of Puget Sound waterfront! The newly revitalized Foss Waterway provides compelling residential, retail and entertainment options. Across the city, it has a unique and wonderful quality of life that leaves out the traffic and makes room for families and friends. Tacoma's diversity makes it a strong and distinctive community with people, businesses, food, art, and education from around the world.

The city continues to capitalize economically on its status as a gateway to the Pacific Rim. With a booming international port and eleven Sister Cities, trade remains an important facet of business in Tacoma. The daily arrival and departure of ships in the harbor is a visual metaphor for the changing concept of the City of Tacoma. With each passing day, the city comes into contact with its global neighborhood and moves a bit closer to being a world-class leader in the new economy.

The Tacoma area has most recently become a magnet for hi-tech companies. Placed within the Puget Sound Market Place, there are many corporate headquarters or major regional operations either in the city or the area including: Amazon, Microsoft, Frank Russell, Da Vita, REI and Boeing.



Facts:

Population: 202,700
 5th Largest North American Port
 City Ranking: 3rd largest city in Washington
 Average Amount of Yearly Rainfall: 37.6 inches

Average Winter Temperature: 40 degrees
 Located 32 miles southwest of Seattle
 Average Summer Temperature: 70 degrees
 Located 31 miles northeast of the state capitol

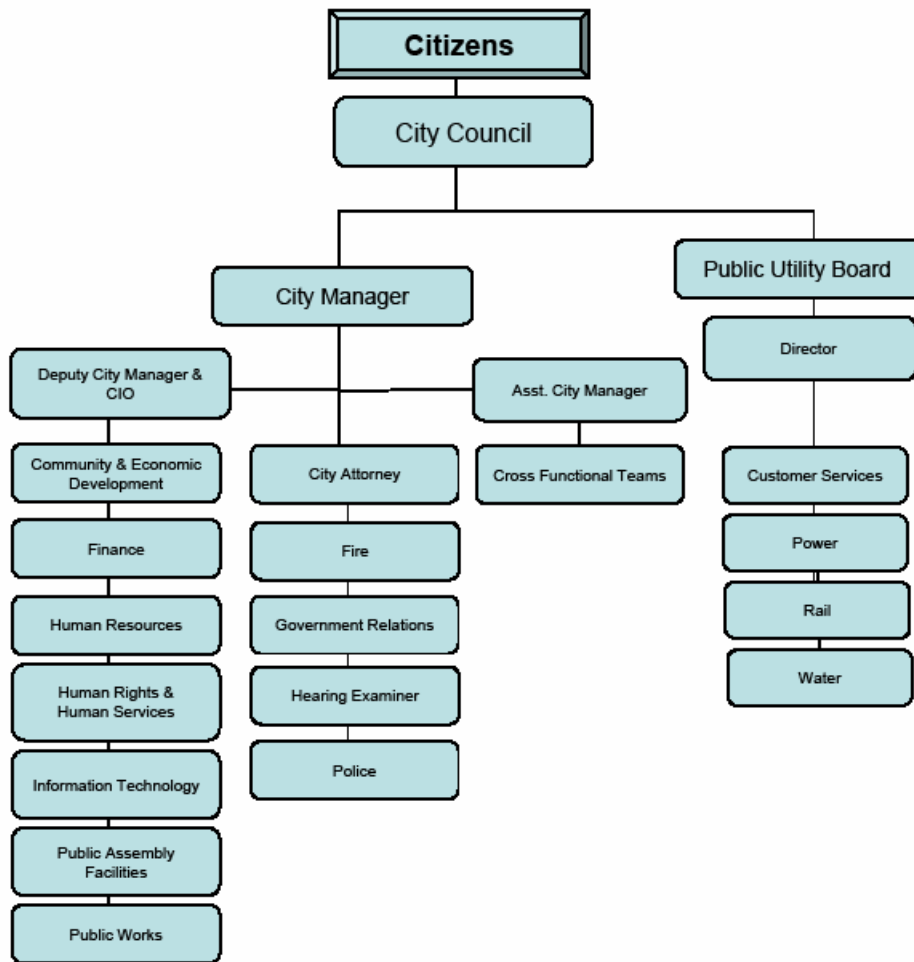
Vision: The City of Tacoma is recognized as a livable and progressive international city, regarded for the richness of its multi-cultural population and its natural setting.

Mission: We provide high-quality, innovative and cost-effective municipal services that enhance the lives of our citizens and the vitality of our neighborhoods and businesses through teamwork, integrity and continuous improvement in partnership with our community.

Employee Guiding Principles: Service, Integrity, Accountability, Respect, Stewardship, Innovation, Teamwork.

The City of Tacoma operates under the Council-Manager form of government with a Mayor and eight Council Members. The Mayor, five District representatives and three at-large members serve four-year overlapping terms. The City Council appoints the City Manager to manage the affairs of the City, which employs approximately 3,770 employees and has a \$2.65 billion budget for the 2007-2008 fiscal period. The two-year General Fund budget is \$423 million. The City also operates Tacoma Public Utilities (TPU), which is responsible for power, water, rail operations and Click! Network cable television. A five member utility board is appointed by the mayor and City Council which in turn appoints a Director to manage TPU activities.

The City of Tacoma, like most municipal governments, has been faced with budget challenges and the statewide voter-approved tax limitation initiatives such as I-747 (limitations on property tax collections) and I-776 (restrictions on vehicle license fees) have also limited revenue growth. Despite this, the region has been outperforming the national economy, and Tacoma has been fortunate to have relative stability in sales tax revenues and growth in assessed property values. In the 2007-2008 Biennium, the City has been able to make many investments in its future, but future budget shortfalls have been anticipated.



The Information Technology Director for the City of Tacoma is responsible for the planning, oversight, organization, and direction of the activities of the IT organization. This individual will be responsible for maintaining a high degree of customer service to other divisions and departments as well as City Management. He/she will be responsible for providing complete technology support for all city services.

Major responsibilities include:

- Strategic Direction – Defining the Department’s strategic direction, in concert with the CIO, by developing a business plan aligned with the City’s priorities and values.
- People Management – Hiring, developing, retaining, and motivating a committed, competent staff.
- Operations Management – Developing and maintaining effective operational systems and processes that assure innovative, cost-effective, and reliable delivery of services.
- Community/Customer Relations – Creating and maintaining positive relationships with City Council, customers, labor, citizens, business groups, and other organizations that support, impact, and advance the Department’s mission.
- Financial Management – Managing the Department’s financial performance in a responsible manner that results in long-term financial stability and predictable spending.
- Risk Management and Regulatory Compliance – Establishing systems and processes to promote safety and minimize organization liability and costs.
- Interdepartmental Cooperation/Teamwork – Maintaining good relationships and collaboration with other City of Tacoma departments ensuring efficient and effective delivery of products and services.

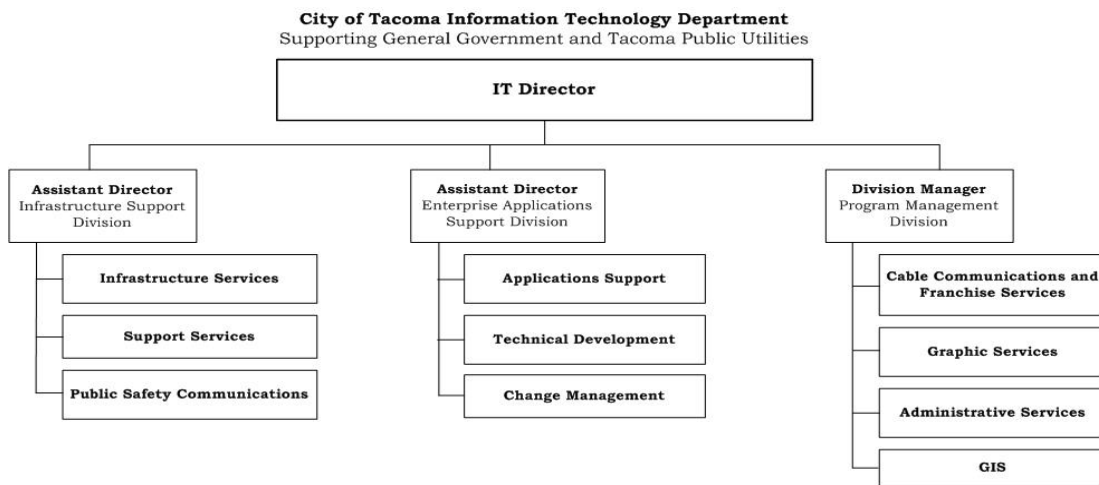
Important qualities of a successful Information Technology Director include the following:

- Leadership: Maintain a leadership presence; model success behaviors, high performance work ethic, and constant self-improvement. Become known outside traditional domains of expertise; be involved in multiple interdepartmental and interagency efforts that cross boundaries.
- Strategic Thinking: Use strategic thinking to evaluate proposed actions and timelines against organizational mission and values. Integrate current plan with other plans as needed to achieve overall mission.
- Customer Relations: Demonstrate intuitive sense of where expertise and influence exist; establish relationships that enhance collaboration and support. Utilizing strong interpersonal skills, maintain customer relationships in order to continue and enhance business relationships. Address customer needs and desires while providing superior customer service.
- Change Leadership: Demonstrate the ability to transform and align an organization through its people to drive for improvement in a new and challenging direction. Cope with and help others deal with the ongoing demands of change; proactively embrace change as a way to accomplish goals more effectively; see the benefit and inspire others to accept change. Clarify priorities when leading change.
- Resourcefulness and Adaptability: Use imagination to develop new approaches, deal effectively with difficulties and changing situations. Develop and share mental models that enable people to solve difficult problems and find new sources of relevant information.
- Complexity: Juggle multiple deadlines and priorities successfully, even with inadequate time to complete all of them; fulfill cross-boundary roles that bridge expectations, commitments, and requirements across stakeholder groups.
- Risk Analysis: Demonstrate ability to analyze risk, weigh alternatives, manage exposure, and assign responsibility. Actively support stretching outside of comfort level and trying new techniques that may enhance success; coach for incremental, one-step-at-a-time improvements; offer praise and recognition as each step forward is made.
- Team Behavior: Recognize and encourage the behaviors that contribute to teamwork (e.g., sharing information, sharing expertise, working together, putting team success first).
- Information Presentation: Effectively translate complex or technical concepts, verbal or written, into messages lay persons can readily understand and grasp. Compose clear, direct, and succinct written messages that effectively convey ideas or information to the intended reader. Recognize when language requires adjustment to achieve understanding by differing readers, and easily reword messages accordingly.
- Personal Interaction: Handle intense interaction with grace. Remain calm while handling volatile, threatening, or other emergency situations. Juggle commitments, attention spans, and workloads with ease. Serve as a role model for work balance without being considered a “workaholic.”



Interested candidates should possess a Bachelor's Degree in Information Technology, Business, or related field. Preference will be given for a Master's Degree in Public Administration, Information Management, Business, or a related field. Successful candidates should possess 10 years of relevant experience with increasing responsible administrative and management experience. Residency within the City of Tacoma is encouraged.

The Information Technology Director will be a strong manager with excellent experience in bringing teams together and establishing effective working relationships. This strong leader will be able to manage a diverse workforce and create unity among the groups within Information Technology. This candidate should possess a good understanding of SAP or other major ERP systems to help bridge the gap between the technical community and the business users within the city. Ideally, the successful Information Technology Director will develop and establish service learning agreements and increase overall customer service standards for the Information Technology Department.



The Ideal Candidate

The City of Tacoma offers a competitive starting salary range commensurate with experience.

Relocation assistance, temporary living allowance, as necessary, and a complete package of senior level benefits will be available for the selected candidate.

The opportunity to work and live within one of Washington's most progressive communities and experience the lifestyle found in the Pacific Northwest are other advantages which are part of this challenging opportunity.



Compensation

Interested applicants should forward a transmittal letter of interest and a resume to:

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

Email:
resume.public@arcus.net
Subject: Tacoma/IT Director



How to Apply