



Seattle Information Technology Department Chief Technology Officer

Recruitment Announcement



ABOUT THE DEPARTMENT

The Seattle Information Technology Department (Seattle IT) is a relatively new department, created in April 2016, comprised of information technology staff and resources previously located throughout City departments and in the City's previous IT department, the Department of Information Technology (DoIT). With a full view and understanding of the City's IT needs, Seattle IT can address common issues more efficiently and find tools to meet common business case needs. Seattle IT serves the City's more than 12,000 employees and is responsible for the City's policy approach to technology innovations and digital security.

Seattle is working toward digital equity, to ensure all residents and neighborhoods have the information technology capacity needed for civic and cultural

participation, employment, lifelong learning, and access to essential services. Data drives innovation, improving both the quality of life and economic productivity and creates new opportunities to help reduce traffic congestion, foster economic development, improve air quality, and make local governments more open, responsive, and efficient. Seattle IT is committed to collaborating with community and business partners on intentional strategies and investments to create opportunities, improve the quality of life, and to reduce and eliminate historical barriers to technology access and use.

Seattle IT is organized into seven divisions: Engineering and Operations; Strategy and Planning; Digital Engagement; Business Office; Security, Privacy, and Compliance; Application Services; and Client Services.



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ABOUT THE POSITION

The Chief Technology Officer (CTO), reports to the Mayor and sets and defines the operating model, and provides strategic leadership, direction and management of the City's information technology resources. These include telecommunications, data, and supporting physical infrastructure; applications and application infrastructure; computer engineering and operations; data centers, servers, storage, and backup equipment; desktop, mobile, and printing devices; cloud services; digital engagement services; and the services to provide, maintain, and support Information Technology for the City.

The CTO is the principal technology leader for the City of Seattle with overall responsibility for the management, leadership, and vision of the information technology strategy. The CTO oversees the delivery of all technology services, leads an organization of 667 FTEs and manages an annual budget of \$253 million with a capital budget of \$39.9 million.

The CTO serves as a leader who oversees the development and ongoing updates of the strategic plan and works collaboratively with city leadership, staff, and stakeholders to continue to transform the City's technology services and investment into highly visible, effective, and efficient assets.

Key priorities for the CTO:

- Fulfills the IT mission and strategic plan by providing resources, products and services that departments, staff and residents depend upon for their business needs while bringing a deep understanding of future technology trends and acting as a proactive advisor to help the City anticipate problems and develop solutions.
- Develops an in-depth understanding of the City's priorities and sets clear information technology goals that anticipate needs and are responsive to the City's strategic plan and goals.
- Creates and identifies and evaluates new technological tools and advise on their appropriateness for the City and their alignment with the information technology strategy.
- Provides the leadership and vision for IT strategic and tactical planning, including managing appropriate governance structures to address goals to foster innovation, prioritize initiatives, and manage current and future IT systems and resources that assure continued high-quality services provided on the city network, data centers, and systems.
- Develops plans, policies, and standards for acquiring, implementing, and operating IT systems and other technology assets;
 - Has knowledge of trends and issues in the IT industry, including technologies and pricing, especially as they relate to government.
 - Recruits, hires, and retains talented division leaders.
 - Assures the security and integrity of all City information resources and that IT best practices are applied.
 - Identifies opportunities for appropriate IT investments and funding strategies.
 - Fosters and promotes technology access to support a more diverse and equitable community.



OPPORTUNITIES AND CHALLENGES

Creation of Seattle IT and the need for rationalization/duplication: The City has a 15-year history of making technology decisions within individual City departments. With the creation of the Seattle Information Technology Department, the City can more clearly identify efficiency or the cost savings to the City as a whole.

Managing the transition to centralized Seattle IT: Because of the very recent transition to centralized Seattle IT, any new leader will need to be equipped with exemplary management skills and experience. The department's broad range of responsibilities and service provision necessitate a strong manager that is prepared to handle challenges and develop solutions to meet Citywide needs.

Rapid and major changes in technology: The continued rapid rate of change in technology presents a major challenge for the City. User demands (both internal staff and constituents) around technology continue to grow as available functionality expands

exponentially. New technologies provide new solutions and new opportunities, but at the same time they can initially disrupt productivity, require upfront costs, and impact security, privacy and the governance landscape.

Consistency: The City should strive to offer a consistent and connected experience across its web, mobile and customer service hotlines. Regardless of which medium a user selects, they should be able to obtain a view of their relationship with the City, submit and see the status of service requests, find City resources and connect with their elected officials with one set of authentication credentials. Achieving this vision will require departments to agree to a common data and enterprise architecture for self-service customer service solutions.

Security and Privacy: The security risks associated with technology continue to grow. The variety of threats from mobile devices, social media, compromised web sites and other sources continues to present new challenges. Cloud services like Office 365 further the need for close attention to data security.





DESIRABLE QUALIFICATIONS

The ideal candidate will possess an extensive knowledge base regarding information systems and technology as well as at least seven years' experience in a senior IT leadership role within a substantial and complex government agency, a not-for-profit or a for-profit corporation that involves leading a diverse staff and management of significant funds. Candidates should bring strengths in both external relations and high-level internal management, with an ability to balance the two. Critical to this role is the ability to use technology to translate client needs into workable business solutions. The successful candidate will report directly to the Mayor and serve on her cabinet. This position requires City Council confirmation.

For this important role, the City of Seattle is seeking candidates with a combination of technical, business, and emotional intelligence. The successful candidate will possess a record of professional experience that demonstrates progressive responsibilities and significant senior-level management experience in a complex IT environment. The CTO should have experience providing an environment which facilitates and supports collaboration, using secure methodologies, providing access to resilient and fault tolerant systems, and promoting enterprise systems.

The ideal candidate will have a passion for public service and will lead by example to gain the confidence of the public, elected officials and staff.





APPLICATION PROCESS

Persons interested in this position should submit the following information:

- A cover letter
- A current resume

If you have questions regarding this announcement, please call Marissa Karras at 360-956-1336. This position will remain open until filled but the screening process will move quickly. In order to be considered for the first round of interviews please submit your application materials at www.karrasconsulting.net no later than October 29th, 2018.

The City of Seattle values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. The City encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ people, people with disabilities, veterans, and those with diverse life experiences.

COMPENSATION

The annual salary range for this position is \$142K - \$235k. Benefits are among the best in the region and include comprehensive medical, dental, vision and life insurance, public employee retirement system contributions, holiday, vacation and sick leave.

ABOUT THE CITY OF SEATTLE

The City of Seattle is a coastal seaport city with nearly 725,000 residents and is the largest city in the Pacific Northwest Region and considered to be one of the fastest-growing cities in the United States. Seattle is situated on a narrow isthmus between Puget Sound and Lake Washington, about 100 miles south of the Canada–United States border. A major gateway for trade with Asia, Seattle is the 8th largest container port in the United States.

Ringed by snow-capped mountain peaks. Crisscrossed by fresh and salt waterways. Home to urban centers, villages and vibrant neighborhoods. Seattle is an incredible place to live. Spectacular natural surroundings, world-class education systems, thriving urban centers, vibrant neighborhoods and a lively arts and culture scene are just some of what makes Puget Sound a great place to live. Outdoor activities are especially plentiful given the area's natural beauty and mild climate. Hiking in the Olympic or Cascade Mountains, kayaking in Lake Union, or cycling on one of many rails-to-trails paths are just a few of the options available.

