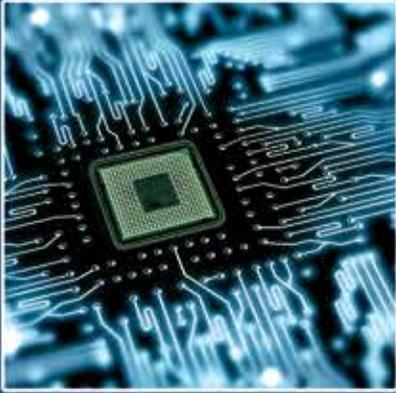


# Director of Information Technology Services



CITY OF  
Fremont



## THE COMMUNITY

Centrally located and serving as the eastern anchor of the Bay Area and Silicon Valley, the City of Fremont (pop. 235,439) prides itself on being a vibrant and strategically urban community. Originally an agricultural area comprised of five small towns, Fremont has developed into a technological and advanced manufacturing power base that captures metropolitan living at its best, with one of the most ethnically and culturally diverse populations in the Bay Area.

Within its 92-square miles, Fremont boasts over 42 million square feet of office, R&D, manufacturing, and warehouse building space. It is home to a wide variety of over 1,200 innovative high tech, life science, and clean technology firms including Tesla Motors, Lam Research, Thermo Fisher Scientific, Boston Scientific, and Western Digital, among many others. The city's Innovation District is known as the hottest new address for start-ups. Over the last two years, companies in Fremont received more than \$400 million in venture funding according to PitchBook Data.

In 2017, a new Bay Area Rapid Transit System (BART) station opened in the Warm Springs/South Fremont area; an additional extension to San José is expected to open in 2019, connecting Fremont to the rest of Silicon Valley for the first time by public transport. Revitalization in the City's Warm Springs area continues to bring employment growth and housing developments, while downtown Fremont is being transformed into a vibrant, pedestrian-friendly urban mixed-use district.

Fremont residents enjoy unbeatable weather, notable amenities, and a high quality of life to match. The City is home to not only 61 beautiful parks, including 450-acre Central Park containing 80-acre Lake Elizabeth, but also to five community centers, a senior center, extensive sports facilities, and the Don Edwards San Francisco Bay National Wildlife Refuge. Community members enjoy local art galleries, historic attractions, farmers markets, museums, and performing arts centers, as well as easy access to several major educational institutions, three international airports, and numerous professional sports and other cultural opportunities.

Fremont boasts a high rate of home ownership, a nationally-recognized and highly-rated public school system, and low crime and unemployment rates. Fremont residents have a mean household income of approximately \$144,000, and 54 percent hold bachelor's, graduate or professional degrees.

With so much to offer, it's no surprise that Fremont is frequently recognized as an ideal place to live. In 2018, Fremont was ranked as the Happiest City in the U.S., the Least Stressed City in America, the 3rd Best City to Raise a Family in the country, and the 7th Greenest City in

America, all by WalletHub. In addition, SmartAsset™ named Fremont the Nation's 15th Best City for Women in Tech, and the Urban Institute rated Fremont the Most Inclusive City in the U.S. This year, Fremont has already ranked as one of the Top 10 Safest Cities in America by SmartAsset™.

***An innovative, high-tech city with a growing economy and a vibrant community life, Fremont is a City moving forward.***

## CITY GOVERNMENT

Incorporated on January 23, 1956, Fremont is a General Law City operating under a Council/Manager form of government. In 2018, the City Council implemented district-based elections, with six council districts and a mayor elected at-large. Together, the members of the City Council adopt the City budget and make all major policy decisions.

The City Council is assisted in its duties by a variety of advisory boards, commissions, and committees, whose members are appointed by the Mayor, subject to the approval of the Council. The City Council also appoints both the City Manager and the City Attorney. City departments include City Attorney, Community Development; Community Services; Economic Development; Finance; Fire; Human Resources; Human Services; Police; Information Technology Services; City Clerk; and Public Works. Garbage collection and recycling are provided through contract with Republic Services.

Fremont maintains a workforce of approximately 936 staff and is an employer that values its people, creativity, quality service, integrity, open communication, mutual respect, and diversity. City employees find their work challenging, and most importantly, enjoy the chance to make a difference through public service.

Fremont has an annual General Fund Budget of approximately \$205.7 million. The local economy is expected to continue to expand for the next few years, and the City's most significant revenue sources are property tax and sales tax. The City also has very healthy financial reserves with a total reserve level of nearly 17.0 percent, with a budget that provides a sensible combination of funding for maintaining and, in some cases, improving on current service levels while strategically investing for the City's future.

Fiscal discipline and wise stewardship have served the City well over the years and remains the City's philosophy. Fremont continues to dedicate resources to important development, economic development, capital projects, and legislative advocacy initiatives while





remaining committed to fulfilling the City Council's vision that Fremont will be a strategically more urban, vibrant, sustainable, well-designed, diverse and globally-connected economic center anchored by strong neighborhoods, community pride, an involved citizenry, and an outstanding quality of life.

## INFORMATION TECHNOLOGY SERVICES DEPARTMENT

Fremont's Information Technology Services (ITS) Department supports and enhances computer, telecommunications, business, and mapping systems for the City. The Department is committed to providing outstanding customer service by being transparent, adaptive, and responsive in meeting customer needs and, in partnership with its customers, assists in planning, selecting, and implementing value-added business solutions that fulfill the City's strategic goals and objectives.

ITS is an award-winning department with a staff of 23 dedicated employees who provide outstanding service through the major service delivery areas of Customer Support Services, Enterprise Systems, Geographic Information Systems (GIS), and Infrastructure Services. The Department is supported by an annual operating budget of \$11.2 million, with operations and equipment replacement funded by the Information Technology Services Internal Service Fund.

ITS consistently manages a significant portfolio of projects and is responsible for the procurement, installation, implementation, training and support associated with Fremont's hardware, systems and software. Fiscal Year 2018-19 Objectives include partnering with the Police Department to replace mobile data computers and in-car video camera systems and completing the deployment of body-worn cameras; working with the Community Services Department, Recreation Division, to replace the CLASS registration system; and upgrading network connectivity for all Fremont Fire Stations, among others.

### **Information Technology Services Mission Statement**

*To deliver the best proven technology and services available for computer, data, telecommunications, mapping, and critical business systems to employees and the public through excellent customer service, continuous improvement, innovative problem-solving, adherence to standardized information best practices, and collaborative solutions.*

## THE IDEAL CANDIDATE

The City is seeking an experienced, strategic and collaborative industry expert with a strong customer orientation to serve as its next Chief Technology Officer. This department director is relied upon to be a champion for the organization's current and future technology-related needs and ensure that the allocation of resources supports the vision of city leaders.

Considered to be a valuable business partner, the City's technology architect will work collaboratively with other city departments to develop a short- and long-term technology strategy. A natural relationship builder, he/she will stay closely aligned with customers' lines of business to help anticipate needs and proactively offer solutions and alternatives. Regarded as a solid technical expert, the ideal candidate will model an extraordinary service orientation that is strengthened by the ability to easily relate to layperson audiences of all sizes.

Grounded in a strong team orientation, the ideal candidate will be an experienced, empowering people manager who is accustomed to managing a diverse workforce. Known for enforcing exceptional standards and maintaining an energized and responsive culture, he/she will readily acknowledge superior work and outcomes. An engaged coach and mentor, the individual selected will also possess the proven ability to direct employees to attain the City's strategic goals established in the IT Strategic Plan. The ideal candidate will have served successfully as a high-level manager for a mid-to-large size organization and possess the demonstrated ability to leverage his/her experience, enthusiasm and credibility in ways that drive results.

The successful candidate will convey broad knowledge of current and emerging technologies that address the business needs of the organization. With a sharp eye for continuous improvement, he/she will stay current on best practices and be aware of new trends and technologies to help Fremont reach its objectives. Strong business acumen coupled with real-world experience managing large operating and project budgets are required.

The professional selected will exhibit high competency around project planning and management and have an impressive track record of efficiently completed initiatives. Given that there is never a shortage of impactful projects in Fremont, the new IT Services Director will be dedicated to strengthening project management capacity within the department as well as throughout the entire organization. The proven ability to adeptly manage multiple priorities will be critical to the new IT Services Director's success. Further, extensive experience with negotiating and managing contracts, procuring services, and developing and maintaining productive relationships with vendors will be expected.





- **Management Leave** – 112 hours initially, increasing to 124 hours after 11 years of service.
- **Deferred Compensation Programs** – City contributes 2% of salary towards 401(a) program and \$4,000 towards 457 program annually.
- **Reimbursement of relocation expenses** – reimbursement of certain relocation expenses may be considered.

## APPLICATION & SELECTION PROCESS

The closing date for this recruitment is **Sunday, May 5, 2019**. To apply for this opportunity, upload cover letter, resume and a list of six professional references using the “Apply Now” feature at [www.tbcrecruiting.com](http://www.tbcrecruiting.com).

Public sector experience is highly desirable; however, transferrable private sector experience will be considered. The ideal candidate will have an in-depth understanding of local government services and be current on progressive public sector activities, such as open data, civic engagement, and Smart Cities initiatives. Previous experience with public safety operations that includes major law enforcement projects is strongly preferred. Prior service at a director or large-division manager level is highly desirable. Seven (7) years of progressively responsible and relevant experience in information systems, which includes at least three (3) years of supervisory experience, and a Bachelor’s degree from an accredited college or university are required.



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## COMPENSATION AND BENEFITS

The City of Fremont offers a competitive salary and benefits program. The salary range for the IT Services Director is \$170,370 to \$230,000. Placement within the range will be DOQE.

Fremont’s benefits program includes, but is not limited to:

- **Retirement** - CalPERS Program
  - » 2 % at 60, three highest years for “CLASSIC” members. Employees pay 7% of member rate on a pre-tax basis.
  - » 2 % @ 62, three highest years for “NEW” members. Employees pay 6.25% of member rate on a pre-tax basis.
- **City Paid Health Benefits Allowance** – monthly allowance of \$2,230 towards medical, dental and vision programs.
  - » Employees are eligible to receive up to \$580 per month if full allowance is not allocated towards health programs.
- **Retiree Medical** – reimbursement program available based on years of service. Consideration will be given for prior years of experience.
- **Employee Assistance Program** – program provided.
- **Life Insurance and Long-term Disability** – Life insurance coverage of \$100,000 and LTD coverage provided.
- **Annual General Leave** – Employees accrue 128 hours of annual general leave initially, increasing to 188 hours after 16 years of service. Consideration will be given for prior years of experience.
- **Holidays** – 12 fixed holidays, 1 floating holiday.

Following the **May 5th** closing date, resumes will be screened in relation to the criteria articulated in this brochure. Applicants with the most relevant qualifications will immediately be granted preliminary interviews by the recruiters. A small group of candidates will be invited to additional interviews scheduled in early June in Fremont. The top candidate will undergo reference checks and be subject to a high security background check at the conclusion of the process and the City anticipates making an appointment shortly thereafter.

