



City of Modesto



Chief Information Officer

Recruitment Services Provided by Ralph Andersen & Associates

“We live in a society where technology is a very important force in business, in our daily lives. And **all technology starts as a spark in someone’s brain.** An idea of something that didn’t exist before, that once they have invented it – brought it into existence – could change everything.” Nathan Myhrvold, CEO, Intellectual Ventures



The Opportunity to Lead

The City of Modesto, California is conducting a national search for the position of Chief Information Officer (CIO). With a proven track record of success as an organization’s key technology advisor and hands-on manager, the selected candidate will quickly add value to this progressive and award-winning organization.

This pragmatic CIO will have a varied background strong in supporting operations complemented by a collaborative approach to problem-solving. Tasked with identifying and driving efficiencies on a city-wide basis, the CIO will promote and highlight the need for improved and enhanced systems, including supporting City-wide technology initiatives. The CIO will also need to identify and implement short- and long-term technology strategies for the City.

The Community

The City of Modesto (population over 200,000) is the largest city and county seat of Stanislaus County. Twice blessed with year-round mild weather and some of the world’s richest soil, the city of “Water, Wealth, Contentment, and Health” is a community proud of its vibrant citizenry, abundant traditions, and multicultural lifestyles. Modesto offers the diversity of a metropolitan city yet maintains a small-town atmosphere of hospitality and affordability without the commute or congestion of other urban centers. Agricultural contributions from the local area include almonds, apricots, tomatoes, peaches, walnuts, and poultry products.

The quality of life in Modesto is one of its most attractive features, offering a multitude of exciting cultural, recreational, and educational opportunities. Many urbanites have relocated to this welcoming community for its variety of amenities, reasonable housing prices, reputable school districts, and protected open spaces. Modesto is frequently cited as an ideal community in which to raise a family.

Modesto has more than 60 recreation areas within the City and is within close proximity to Yosemite National Park, Northern California coastal resort communities, San Francisco, Sacramento, the state’s world-famous wine country, and numerous popular venues for outdoor recreation. Winter sport opportunities are also within an easy drive of the City. Modesto serves as the principal entertainment center for the Central Valley with a variety of venues, including the Gallo Center for the Arts, the Modesto Symphony Orchestra, and a Class A baseball team. Modesto boasts an outstanding public school system; for higher educational opportunities, the City is home to the one of the first established Junior Colleges in California, with the University of the Pacific and California State University, Stanislaus in close proximity. The University of California, Merced campus is within a 40-minute commute. The City of Modesto has something for everyone and offers its own distinct pride and character.

The Organization

A full-service city, Modesto has a total FY 2017 operating budget of approximately \$401.2 million and a staff size of 1,120 FTE employees. The City is governed by a Council-Manager form of government. The Modesto City Council consists of seven members, including the Mayor, all elected for four year overlapping terms.

The City Council appoints the City Manager, who serves as the Chief Executive Officer overseeing all departments. The City Manager delegates hiring responsibilities and supplemental duties to City Department Directors, including in the areas of:

- Community and Economic Development
- Finance
- Fire
- Human Resources
- Information Technology
- Parks, Recreation, and Neighborhoods
- Police
- Public Works
- Utilities

The Ideal Candidate

The overall success of the CIO will require an ability to convey an outstanding technological vision and, at the same time, provide hands-on management and leadership to oversee daily operations for the Information Technology Department.

The ideal candidate for CIO will have strong communication skills and a unique combination of leadership, people skills, and technical expertise. The CIO will be seen as the technology advisor working across the organization. The CIO will have a natural curiosity and comfort level in advising and supporting internal departments trying to create efficiencies and deliver enhanced services on behalf of the community. Acting as an internal advisor and advocate, the CIO will also be expected to initiate discussions and gain support through individual and group meetings.

The CIO will join the City Manager's leadership team and effectively lead professional, technical, and administrative staff. The CIO will also be a positive influence on day-to-day operations, have a "can-do" attitude, and be comfortable with a hands-on and proactive approach to all aspects of departmental procedures. The City seeks expertise in a candidate that can manage basic municipality technology systems while advancing new "smart city" technology services.

Overview of Position and Responsibilities

The Chief Information Officer is an at-will management-level position reporting to the City Manager. As the Department Director, the CIO oversees 37 staff members with a budget of almost \$8 million. The CIO is responsible for the overall management and planning of information technology services including technology acquisition and implementation, business systems analysis, and the development and fostering of a culture of innovation and citizen engagement through technology. The Information Technology Department provides centralized support and maintenance to all City departments as well as offering strategic direction and long-term technology planning on a City-wide basis.

Acting as the technology consultant to the organization, the CIO will work closely with the City Manager's Office and the Executive Team to ensure a forward-thinking, open, and strategic approach to technology in support of all municipal business units. Additionally, the CIO will be an advocate for best practices in technology and assist departments in achieving their mission by using appropriate technology.

Key responsibilities include:

- Plan, develop, and direct a comprehensive long-term strategic plan for the City's technology needs across the broad spectrum of municipal operations including telecommunications functions for improved access and transparency;
- Better position the City to effectively respond to the rapidly changing technological environment including "smart city" technologies, mobile applications, and open data portals;
- Oversee current technology systems upgrades from outdated legacy systems to enhanced technology and mobile applications including prioritizing requests for applications acquisition, software standards, and equipment acquisition and replacement;
- Develop, implement, and review Departmental budget, goals/objectives, policies, and procedures in order to provide enhanced and efficient information technology services to the City;
- Establish performance objectives and adapt existing measures to drive efficiencies with staff and technology solutions;
- Provide guidance and facilitate technical assistance to the City Manager, City Council, and to other City departments on all technology matters;
- Initiate, conduct, and analyze studies and special reports to determine future needs as well as to determine the feasibility of new programs and services;
- Respond to and resolve technology issues that affect staff, the public, and transparency/access issues and professional standards; and
- Contribute as an active and participating member of the Executive Team by providing guidance on a full range of technology issues including partnering with the local high-tech community to support enhancements.



“Innovation distinguishes between a **leader** and a **follower**.”

- **Steve Jobs, Former CEO, Apple**



Compensation and Benefits

The City of Modesto is offering a competitive compensation package. Offered salary will be dependent on the selected candidate's qualifications and education (DOQE).

To Apply

To be considered, candidates must submit a compelling cover letter, comprehensive resume, salary history, and six professional references via email to apply@ralphandersen.com.

This is a confidential process and will be handled accordingly throughout the various stages of the process. References will not be contacted until mutual interest has been established. The first screening of resumes will occur on **Monday, October 9, 2017**. This recruitment may close at any time once a strong pool of candidates is received.

Following the initial screening of qualifications, candidates may be asked to complete a series of written responses for further evaluation. Ralph Andersen & Associates will conduct all preliminary interviews.

If you have questions or would like to discuss the opportunity further, please call Mr. Robert Burg (916) 630-4900. Confidential inquiries are welcome.

For further information regarding the City of Modesto visit www.modestogov.com.

Challenges and Opportunities

- Continue to improve customer service and create a more customer focused department;
- Continue to build cohesive relationships and work closely with the other departments at all levels; and
- Continue to develop and cultivate a data-driven culture, and to define and set innovative processes and procedures for the Department and the City of Modesto.

The Qualifications

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, business administration, mathematics, engineering or a closely related field.

Experience: Seven years of increasingly responsible professional level experience in information technology involving information systems design and implementation in a centralized information technology environment including three years of administrative and management responsibility.

