



CITY OF  
**SAN JOSE**  
CAPITAL OF SILICON VALLEY

DEPARTMENT OF  
TRANSPORTATION

# Information Technology Manager

## THE COMMUNITY

Known as the “Capital of Silicon Valley,” the City of San José plays a vital economic and cultural role anchoring the world’s leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 10th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the United States. San Jose’s transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Samsung, and eBay as well as start-ups and advanced manufacturing.

San Jose’s quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country, and the rich cultural and recreational life of the entire Bay region.

San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines. The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and nightclubs. Inquiring minds are served by the Tech Museum of Innovation, the San José Museum of Art, and many local galleries and venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses.

In 2011, the City adopted Envision San José 2040, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City’s anticipated growth through the year 2040. The Plan proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally. Forty percent of San José residents are foreign born, and 50% speak a language other than English at home.

San José is proud of its rich cultural diversity and global connections, and the essential role the City plays in connecting residents and businesses to the nation and the world.

## THE CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of 10 council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and his executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council and

motivates and challenges the organization to deliver high quality services that meet the community’s needs. The City actively engages with members of the community through Council-appointed boards and commissions.

In addition to providing a full range of municipal services including police and fire, San José operates an airport, municipal water system, a regional wastewater treatment facility, some 200 neighborhood and regional parks, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, Dolce Hayes Mansion and Conference Center, and the SAP Center San José – home of the National Hockey League’s San José Sharks.

City operations are supported by 6,412 positions and a total budget of close to \$4 billion for the 2018-2019 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City’s website at [www.sanjoseca.gov](http://www.sanjoseca.gov).

## THE DEPARTMENT

In alignment with ambitious goals in the Envision San Jose 2040 General Plan, the Department of Transportation (DOT) is focused on transforming the City’s transportation system to support a modern and vibrant urban environment through initiatives and projects such as the following:

- **San Jose Regional Rail Projects:** A transformative \$10 billion regional investment in major transit including High Speed Rail, BART, Caltrain electrification, and the expanded Diridon Transportation Center.
- **Vision Zero San Jose:** A cutting-edge traffic safety initiative to eliminate deaths and severe injuries on our roadways through rigorous crash data analytics, detailed street safety audits, engineering solutions, education and enforcement.
- **Pavement Maintenance and Complete Streets:** The inclusion of progressive “Complete Street Standards and Guidelines” in DOT’s \$50 million annual pavement maintenance program to create a street system that is safe, connected, and convenient for all types of users, ages and abilities including pedestrians, bicyclists, transit riders, and motorists.
- **Smart City Initiatives:** DOT is at the forefront of San Jose’s efforts and projects to enhance service delivery through technology and innovation initiatives such as Smart LED streetlighting, automated vehicle implementation, and advanced traffic signal management.

With an annual Operating and Capital Budget of \$348 million and 470 employees, DOT’s five Strategic Priorities are as follows:

1. Safe Streets for All Modes of Travel
2. Balanced Transportation and Convenient Mobility
3. Quality Infrastructure and Neighborhoods
4. Innovation and Technology to Advance Priorities
5. Engaged, Productive, and Creative People and Teams







## THE POSITION

Under the direction of the Assistant Director of Transportation, the Information Technology (IT) Manager will have direct responsibility for DOT Strategic Priority #4: Innovation and Technology to Advance Priorities. The IT Manager will plan, lead, manage, and execute the technology and innovation efforts of DOT.

The DOT Information Technology (IT) Manager will refine and manage the DOT information technology roadmap, which fuses departmental priorities and opportunities with technology and resource needs. The business plan includes coordination with the IT Department to assess centralized capabilities and opportunities for partnership and advancement of key strategies and systems. Some of the top priorities include:

**Implementing innovative field technology improvements and integrated data systems** – With the transportation and utility infrastructure spread across 178 square miles of the City, most of the Department's work, particularly maintenance of the infrastructure, occurs in the field. The introduction of the My San Jose service request application and the advent of the Internet of Things (IoT) has provided the City with an opportunity to strategically deploy innovative technology that could save time and resources, as well as increase response times. The IT Manager will work with the IT Department and the City Manager's Office of Innovation to lead the assessment of existing processes and systems to identify, develop, and implement fully automated systems that enable real time tracking in the field, leveraging the power of My San Jose and IoT devices linked to City databases and asset management systems.

**Automating, updating and supporting multiple IT Systems** – DOT has a number of important IT needs and coordination efforts that are identified and prioritized in the DOT IT Business Plan, as well as in the Office of Civic Innovation. These projects include the maintenance and development of feature request applications in our Salesforce Work Order platform, implementation of an on-line parking permit processing system, updates to the Geographic Information System (GIS), and upgrades of various administrative and engineering databases.

**Coordinating Smart City and Civic Innovation** – The DOT IT Manager will also play a lead role in planning and implementing DOT's Smart City and Civic Innovation Projects. The transportation industry is literally and dramatically changing around us with the emergence of Automated Vehicles, highly advanced traffic signal management systems, and complex data reporting and analytics capabilities. In alignment with the San Jose's Smart City Vision and in coordination with the Mayor's and City Manager's Office, the DOT IT Manager will build upon current momentum to make San Jose the most innovative City by 2020.

The IT Manager supervises and/or coordinates staff in the Information Systems Analyst, Senior Geographic Systems Specialist, Systems Applications Programmer, Network Engineer, Innovation Program Manager and Network Technician classifications.

### Key General Responsibilities:

- Develops, coordinates, guides and maintains IT system strategic and tactical plans in support of the department's overall direction and within the framework of Citywide IT protocols and standards.

- Plans, implements and manages the department's information technology operations ensuring efficient utilization of resources.
- Collaborates and coordinates with IT and other departmental stakeholders to assess centralized capabilities, opportunities for partnership and advancement of key strategies in a way that maximizes the interoperability of systems between DOT and other departments.
- Utilizes in-depth technical knowledge and business requirements to design and implement technology solutions.
- Analyzes complex business needs and recommends technical solutions.
- Ensures technology projects and systems are adequately resourced with the appropriate levels of technology staff and line staff.
- Serves as a liaison with other departmental divisions and operations to identify and address technology needs.
- Negotiates and administers contracts and agreements with vendors and agencies.
- Supervises staff by hiring, selecting, training, evaluating, and making work assignments. May also coordinate and supervise the work of teams comprised of individuals in a variety of organizations.

### Key Competencies:

- **Job Expertise** – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations. Demonstrates knowledge and experience in computer operations, networking, telecommunications, information technology management/administration, applications and system development, and cloud computing platforms, like Salesforce. Possession of one or more credentials in cloud computing platforms, preferably as a Salesforce Administrator and/or Developer.
- **Vision/Strategic Thinking** – Supports, promotes, and ensures alignment with the organization's vision and values; understands how an organization must change in light of internal and external trends and influences; builds a shared vision with others and influences others to translate vision to action.
- **Change Management** – Demonstrates support for innovation and for organizational changes needed to improve the organization's effectiveness; facilitates the implementation and acceptance of change within the workplace.
- **Leadership** – Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.
- **Project Management** – Ensures support for projects and implements agency goals and strategic objectives.
- **Analytical Thinking** – Approaching a problem or situation by using a logical, systematic, sequential approach.

- **Supervision** – Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.
- **Communication** – Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts..

## THE IDEAL CANDIDATE

The ideal candidate is a results-driven professional with previous experience as an IS/IT Manager. The successful candidate will be a highly effective communicator who is able to build solid working relationships with management, peers and staff. Candidates should possess superior long-term planning and project implementation experience and a commitment to high quality, effective customer service. Experience in the rollout and maintenance of major new initiatives is expected, as well as the ability to translate complicated IT issues into understandable terms. The ideal candidate will have an appreciation for the complexities of DOT operations, and will strategically assess the competing priorities of the Department's IT projects, determine what is reasonable to implement, and clearly articulate the merits of keeping abreast of new technology improvements and efficiencies to Department leaders.

### Education, Certifications, and Experience:

- A Bachelor's degree from an accredited college or university with coursework in computer science, information systems, business administration, or closely related field and five (5) years of experience managing, maintaining, and implementing technology programs, computer system infrastructure and design, network operations, security design, application development and configurations, and system/server administration, including three (3) years of supervisory experience over a technical team.
- One or more credentials in Salesforce is desired, preferably certification as a Salesforce Administrator and/or Developer.
- Possession of a valid license authorizing operation of a motor vehicle in California. The selected candidate will be enrolled in the Employer Pull Notice (EPN) program; an authorization for release of driver record information form must be signed as a condition of employment.

## COMPENSATION AND BENEFITS

The approved salary range for this position goes up to **\$138,944**. Employees in the Department Information Technology (IT) Manager classification will also receive an approximate five percent (5%) ongoing non-pensionable pay. This classification will also receive a 3% general wage increase for each of the following 2 years. The actual salary will depend on the qualifications and experience of the individual selected. The City provides an array of benefits including a competitive retirement system with full reciprocity with CalPERS.

**Retirement** – Competitive retirement system with full reciprocity with CalPERS.

**Health Insurance** – The City contributes 85% towards the premium for the lowest cost plan. There are several plan options.

**Dental Insurance** – The City contributes 100% of the premium of the lowest-priced plan for dental coverage.

**Personal Time** – Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually with the ability to earn up to 40 extra hours annually based on performance. Sick Leave is accrued at the rate of 8 hours per month.

**Holidays** – The City observes 14 paid holidays annually.

**Deferred Compensation** – The City offers an optional 457 Plan.

**Flexible Spending Accounts** – The City participates in Dependent Care Assistance and Medical Reimbursement Programs.

**Insurance** – The City provides a term life policy equal to two times annual salary. Long-term disability and AD&D plans are optional.

**Employee Assistance Program** – The City provides a comprehensive range of services through the EAP.

For more information on employee benefits, visit the City's benefits website at <http://www.sanjoseca.gov/index.aspx?NID=707>.

## APPLICATION PROCESS AND RECRUITMENT SCHEDULE

**This position is open until filled.**

First review of resumes will be **October 12, 2018**. Please apply on-line at <https://secure.cpshr.us/escandidate/JobDetail?ID=392> Include a resume that reflects the size of staff, budgets, and types of systems you have managed; cover letter with an indication of your preferred salary; and a list of six work-related references (who will **not** be contacted without prior notice).

Following the filing date, resumes will be screened in relation to the criteria outlined in this brochure. Candidates with the most relevant qualifications will be invited to a preliminary screening interview conducted by the consultant immediately following the final filing date. The City will invite a group of candidates to panel interviews which will be scheduled for the **week of October 22, 2018**. Thorough reference and background checks will then be conducted on top finalists who may then participate in a **final interview** with key DOT management staff, which is tentatively scheduled for the **week of October 29, 2018**.

For questions and inquiries, please contact Teresa Webster, CPS HR Consulting, at [twebster@cpshr.us](mailto:twebster@cpshr.us) or at 916-471-3462.

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