

CHIEF TECHNOLOGY OFFICER

CITY OF ARLINGTON, TEXAS

The City

Arlington, Texas, with a population of 388,225, is the [American Dream City](#). It is home to the Dallas Cowboys, the Texas Rangers, General Motors, Six Flags over Texas and a host of global, domestic and family-owned businesses. The American pride in the City's culturally-diverse citizens is undeniable. Arlington's competitive can-do spirit makes dreams a reality.

Arlington is the nation's 50th largest city, and covers close to 100 square miles. It offers superior housing choices, excellent education provided by [four independent school districts](#), diverse cultural offerings, and award-winning health care. A rapidly growing and vibrant community located in the greater Dallas – Fort Worth area, Arlington has experienced considerable residential, commercial and employment growth in the last 25 years.

Arlington is experiencing a momentum unlike any time in our city's history, with an appetite for pursuing new ideas, a can do-spirit and a place where dreams get done. Being on the forefront of new ideas and setting trends is in our DNA and we've developed a reputation around the country as one of the most innovative cities exploring technology-based solutions for our residents. Home to a world-class Entertainment District, the City recently opened Texas Live!, a multi-level entertainment destination that combines restaurants, live music, and a sports viewing experience unlike any other. It's an exciting time to be in Arlington. Families can buy their dream home at an affordable price, enjoy a Parks system that ranks best in the nation, head to a baseball or football game after work, and raise their kids in award-winning schools.

Demographics/Amenities

- Average Age — 33
- Average House Price — \$213,888
- “Best Place to Raise a Family” in the U.S. (smartasset.com)
- “Best City in the South” (Money Magazine)
- White 59%,
African American 19%,
Hispanic/Latino 27%,
Asian 6%



The Position in Brief

The **Chief Technology Officer (CTO)** is responsible for providing executive leadership in the planning, coordinating and supervising of the city's robust network of data and information technology operations. The CTO oversees a department of 67 full-time personnel, and several outsourced service contracts, and develops and maintains an IT structure that supports the needs of the City. The Director oversees a \$14 million operating budget, and an annual capital equipment outlay of more than \$1 million.

The Organization

The [City of Arlington](#) operates under the Council – Manager form of government. The City has eight Council members and a mayor. The City Council appoints the City Manager, who has worked for the City for more than 25 years.

A full-service City, Arlington’s workforce is approximately 2,500-strong. Services include Public Safety, Public Works, Parks and Recreation, Water Utilities, Libraries, Convention Center, Airport, Handitran, Code Compliance/ Animal Services, Housing Authority, Planning and Development and other key support services. The IT Department is a key business partner and collaborator with all of these City services.

The IT Department

The CTO will be a chief leader in the organization to assure the organization’s continued emphasis on innovation and creative solutions.

The Chief Technology Officer reports directly to the Deputy City Manager, and collaborates with the City’s department directors to advance a strategic direction for the City’s use of information technology. The IT department maintains:

- ◆ Over 400 applications
- ◆ 607 servers
- ◆ Three data centers
- ◆ 264 miles of fiber optic cable
- ◆ More than 5,100 user accounts

The IT Department is responsible for Administration, Asset Management, Business Analysis, Project Management, Security, Software Services, Network Support, Server Support and Customer Support.

The Department is divided into four service divisions:

- ◆ Network Infrastructure
- ◆ Business Analysis and Helpdesk Services
- ◆ Software Services
- ◆ Governance

Information Technology is a vital partner with City departments by providing quality services through the innovative use of technology. Examples of recent innovations include:

- [Street Tracker Mobile Website for Residents](#)
- [Arlington Taps Technology for Water Mains and Street Maintenance](#)
- [Digital Improvements to Library Services in 2019](#)

For additional information, see the department’s [FY 2019 budget priorities](#).

Putting Technology to Work

The Arlington City Council has identified “Put Technology to Work” as a priority. It is integral in achieving the City’s other four priorities including investing in the City’s economy, supporting quality education, enhancing regional mobility and championing great neighborhoods.

This emphasis, which includes enhancing current and embracing new technologies, will improve access, convenience and timeliness of information for the community, creating greater transparency. [Click for more information on this initiative.](#)





Expectations and Projects

The CTO will work with City leaders and departments to develop and deliver a City-wide strategic technology vision and a formal plan. For this and other reasons the Director must maintain a high level of communication with City departments, working proactively to understand their needs, working to assure IT is brought in on the front-end in seeking solutions.

The new CTO can expect to raise the profile of IT as an essential partner to all other city departments, appreciating the internal-service component of its systems and staff resources to the city's operations, while also being a critical thinker that works cooperatively to seek solutions that are strategic, and not just expedient.

The CTO is expected to fuse technological know-how with approachability and empathy to a variety of stakeholders.

The CTO will be responsible for identifying training needs and developing on-going training programs to promote computer and software fluency across the City's workforce.

The next CTO is encouraged to take a critical eye on service delivery, as well as the information services contractual relationships held by the City.

The Ideal Candidate

Candidate Must Haves

- ◆ A bachelor's degree in computer science, information technology, business management, or related field. A Master's degree is preferred.
- ◆ Five – seven years of progressively responsible experience in information technology including five years experience in managing technical personnel.
- ◆ Extensive knowledge of information technology operations and general practices, including current developments and innovations relevant to municipal government.
- ◆ Excellent communication skills and significant career success in building collaborative, effective relationships across departments.
- ◆ Experience in strategic planning, project management and complex problem solving with the ability to work effectively in a wide variety of governmental disciplines.
- ◆ Knowledge in data systems used in municipal government, enterprise resources planning (ERP) systems, enterprise networks, and system administration and skills in their implementation and maintenance.

The Ideal Candidate Will Be

- ◆ A motivating, empathetic and transformational leader who can build cross-organizational relationships.
- ◆ Skilled in budgeting and prioritizing technology initiatives, possessing the ability to tactfully manage stakeholders' expectations.
- ◆ Naturally curious, politically astute and situationally aware.
- ◆ A skilled manager who can relate to the team, and assess and elevate their talents.
- ◆ Excellent at communicating effectively both orally and in writing, with the ability to explain information technology and related plans and programs to policy makers and staff in non-technical language.
- ◆ Interpersonally skilled to build collaborative, effective relationships within and among IT staff, and across departments.
- ◆ Driven by a service orientation.

Compensation, Benefits and the Organization's Culture

The City is an award-winning employer with its workforce enjoying a collaborative work environment, cultural diversity and teamwork.

There is long tenure among city staff. The organization prides itself on a work ethic of conscientiousness and collaboration.

The starting salary is \$137,969 – \$159,753 +/- . The City offers [exceptional benefits](#) including membership into the Texas Municipal Retirement System, optional 401(K) and 457 deferred compensation plans, an expansive menu of health plans and voluntary plans, free health care clinic, wellness programs, and reduced-rate fitness center memberships.

The City is committed to on-going employee education and training. The City dedicates funds for on-going training, and offers tuition reimbursement programs.



How to Apply

The recruitment for this position is being handled by GovHR USA. Candidates should apply by April 24, 2019 with resume, cover letter and contact information for five work-related references to www.GovHRjobs.com to the attention of:

Lee Szymborski, Senior Vice President, GovHR USA
630 Dundee Road, #130, Northbrook, IL 60062.
Tel: 847-380-3197

The City of Arlington is an Equal Opportunity Employer.