DIRECTOR OF INFORMATION & TELECOMMUNICATION SERVICES (ITS)
ALACHUA COUNTY, FLORIDA

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THE POSITION IN BRIEF

Alachua County, FL seeks an innovative and versatile information technology leader to serve as its next Information & Telecommunication Services (ITS) Director. The ideal candidate possesses a balance of technical expertise and administrative management skills and has experience leading IT operations in local government. They will also possess a track record of championing technology that drives efficiency and supports operational needs and strategic priorities. The hiring range for the position is $130,000-$160,000, and the county offers a flexible hybrid and remote work policy.

THE COUNTY

With a population of 289,900, Alachua is the most populous county in North Central Florida. It is part of the Gainesville Metropolitan Statistical Area (MSA), which includes Gilchrist and Levy counties and has a total population of approximately 350,000. Alachua County is two hours south of the state capital, two hours north of Orlando, and one hour southwest of Jacksonville. The county is easily accessible via Interstate 75, and the Gainesville Regional Airport offers daily flights to major cities including Atlanta, Dallas-Fort Worth, and Miami.

The entire county is served by Alachua County Public Schools. The area is best known for the University of Florida and the NCAA Division I Florida Gators football team, which drives most economic activity in the region. The area is also home to Santa Fe College. Residents and visitors enjoy a range of entertainment and leisure opportunities, including nationally renowned arts and music festivals, museums, and sports and performing arts venues.

DEMOGRAPHICS & RELATED DATA
(Source: U.S. Census Bureau)

Median Age **32.2 years**

Median Household Income **$59,659**

Median Home Value **$266,800**

Race/Ethnicity
69.8% White alone;
20.2% Black/African American alone;
6.4% Asian alone;
12.6% Hispanic/Latino

Educational Attainment
94.2% High school diploma
47.7% Bachelor's degree

Alachua County has an approved FY2024 total budget of $866.9M and approximately 1,200 full-time equivalent (FTE) positions under the County Manager's purview, delivering local services such as public works, animal services, parks, emergency management, and fire rescue. The County's budget includes funding for the courts, Sheriff, Supervisor of Elections, Library District, Tax Collector, and other independently elected or appointed functions.

VISION

Alachua County is committed to responsible stewardship of the resources entrusted to us by our citizens, realizing that our natural and human resources are our most valuable assets. Furthermore, Alachua County is dedicated to be transparent and responsive, creating an atmosphere of trust with the citizens we serve.

MISSION

Alachua County's mission is to provide responsive service to citizens and responsible stewardship of county resources for current and future generations.

In 2023, the Board of County Commissioners adopted the Alachua County Strategic Guide:

Guiding Principles

- Address the root cause of issues and inequities
- Utilize a collaborative approach where we seek to hear from all the voices, consider other points of view, and coordinate and leverage relationships to get more done than we could on our own
- Continue to provide mandated services and discretionary services expected by our constituents in a transparent, accountable, efficient and effective manner
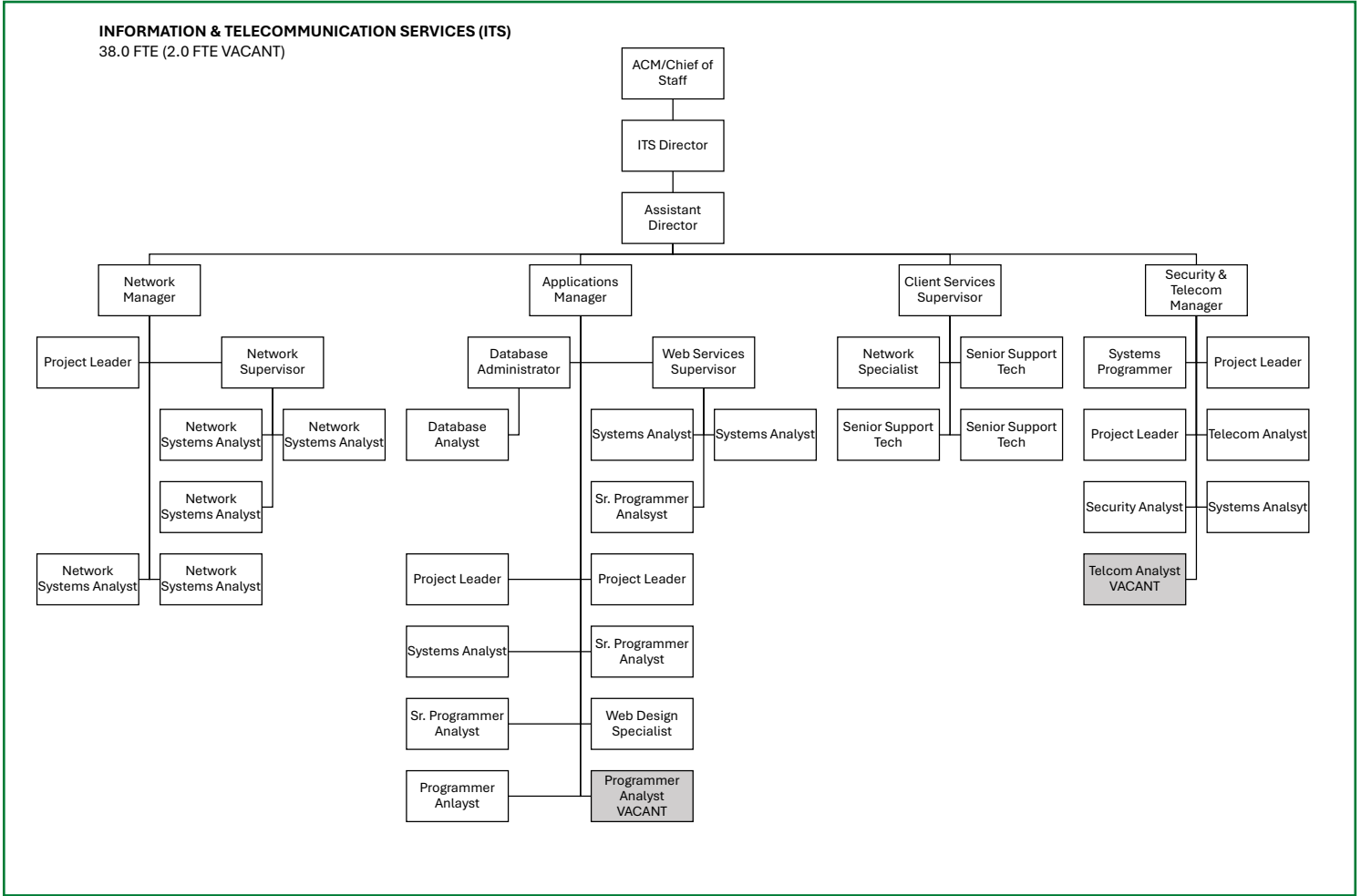
Strategic Goals

- Achieve Social and Economic Opportunity for All
- Provide for the Welfare and Protection of the Public
- Equitable and Resilient Community
- Address the Housing Gap
- Invest in and Protect Our Environment
- Accelerate Progress on Infrastructure

INFORMATION & TELECOMMUNICATION SERVICES (ITS) DEPARTMENT

The ITS Department has a budget of $10.7M and 38 full-time equivalent (FTE) positions. In addition to serving the departments under the purview of the Board of County Commissioners, the ITS Department also provides varying levels of application, hardware, web, and telephony support to the Supervisor of Elections, the Gainesville/Alachua County Metropolitan Transportation Planning Organization (MTPO), the Sheriff's Office, the courts, and several other independent and constitutional offices.

The ITS Director is appointed by the County Manager, confirmed by the Board of County Commissioners, and reports to the Assistant County Manager/Chief of Staff.

INFORMATION & TELECOMMUNICATION SERVICES (ITS)
38.0 FTE (2.0 FTE VACANT)

- ACM/Chief of Staff
  - ITS Director
    - Assistant Director
      - Network Manager
        - Project Leader
        - Network Supervisor
          - Network Systems Analyst
          - Network Systems Analyst
          - Network Systems Analyst
          - Network Systems Analyst
        - Network Systems Analyst
      - Applications Manager
        - Database Administrator
          - Database Analyst
        - Web Services Supervisor
          - Systems Analyst
          - Systems Analyst
          - Sr. Programmer Analsyst
        - Project Leader
        - Project Leader
        - Systems Analyst
        - Sr. Programmer Analyst
        - Sr. Programmer Analyst
        - Web Design Specialist
        - Programmer Anlayst
        - Programmer Analyst VACANT
      - Client Services Supervisor
        - Network Specialist
        - Senior Support Tech
        - Senior Support Tech
        - Senior Support Tech
      - Security & Telecom Manager
        - Systems Programmer
        - Project Leader
        - Project Leader
        - Telecom Analyst
        - Security Analyst
        - Systems Analsyt
        - Telcom Analyst VACANT

REQUIRED KNOWLEDGE, SKILLS, & EXPERIENCE

- Ability to provide strategic leadership for the team and organization including mentoring and succession planning
- Extensive knowledge of emerging IT technologies and potential applications to improve County operations and efficiency, and ability to embrace and execute new technology initiatives
- Knowledge of current state of industry hardware, software, networks, data, telecommunications, web development and cybersecurity
- Ability to communicate effectively orally and in writing, including public presentations, agenda items, and correspondence
- Ability to identify, assess, and prioritize risks within a complex IT environment as well as develop and operate plans to manage these risks
- Ability to effectively lead, develop, and evaluate direct reports; manage multiple priorities; and effectively monitor performance objectives
- Ability to develop, prepare, and monitor complex budgets

QUALIFICATIONS

Bachelor's degree from an accredited college/university with major coursework in Information Systems, Information Technology, Computer Programming, Computer Science, or a related field, and five (5) years progressively responsible administrative experience including three (3) years of supervisory experience in the information services management, systems design/architecture, data management, software applications development and support network design and management, project management, or professional IT, or any equivalent combination of related training and experience.

COMPENSATION & BENEFITS

The hiring range for the position is $130,000-$160,000, and the county has a flexible hybrid and remote work policy. Alachua County offers a robust and progressive benefits package, including an Employee Health & Wellness Center which provides services to employees, retirees, and dependents enrolled in the county's health insurance plan. Services include primary care, urgent care, and wellness services at no cost.

All employees participate in the Florida Retirement System (FRS) with a required 3% contribution which the county matches. Employees can elect the FRS Investment Plan with a one-year vesting schedule or the FRS Pension Plan with an eight-year vesting schedule. The county also offers elective Deferred Compensation (457) and ROTH IRA plans.

HOW TO APPLY

Apply at www.GovHRjobs.com with a cover letter, resume, and contact information for five professional references by May 9, 2025. Confidential inquiries may be directed to Dele Lowman, MGT Senior Consultant, at (847) 380-3240 x141, or Don Carlsen, MGT Approved Independent Consultant, at (847) 380-3240 x152.

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