First Review
of Applications
August 24, 2018

# Information Technology Director

CITY OF PALM COAST, FLORIDA
Palm Coast
INCORPORATED 1999

city of
PALM COAST

## The City

One of Florida's newest cities (incorporated 1999), Palm Coast is a Florida paradise – situated on 70 miles of saltwater and freshwater canals and the Intracoastal Waterway and just minutes from pristine Atlantic Ocean beaches. Vibrant lifestyle and the natural environment go hand-in-hand here. The City offers a dozen beautiful parks, 125+ miles of connecting trails and paths for walking/bicycling, abundant fishing and boating, a year-round Running Series, and world-class tennis and golf. Lined with historic oaks, towering pines and indigenous vegetation, Palm Coast's parks and trails showcase the splendid elegance of the native Florida landscape. Bird-watching is popular at St. Joe Walkway and Linear Park, which are designated as Great Florida Birding & Wildlife Trails, and visitors can spot dolphins and seabirds as they stroll along the Intracoastal at Waterfront Park. The City currently has an estimated population of 85,000.

Recently, our City Council has reaffirmed the City's commitment to cutting-edge technology. Studying smart-city opportunities and attempting to maximize the City's FiberNet infrastructure, the City Council has placed great emphasis on Palm Coast becoming a leader in innovation.

## The Department and Division

The Information Technology Department has a wide variety of functions that serve both internal and external customers. The divisions of the Department include: Applications, Operations, GIS, and Special Projects (Enterprise and Internal). The Department has staffing of 12.5 full-time equivalents (2 additional full time positions are proposed for FY2019), an annual operating budget of $3.0 million, and supports a workforce of approximately 400 employees. The Department also manages the IT Enterprise functions of the City's Fiber Optic Network (known as FiberNet) and wireless communication facilities and assets.

This Department delivers technology resources to employees, including systems that support development review, finance, payroll, customer service, performance management, emergency response and management, and fleet administration, to name a few. Other citywide support includes collecting and furnishing geographical information, providing system support through a service desk, assisting with needs analysis and purchasing of new software systems, upgrading existing systems, training users and protecting the City's wealth of data.
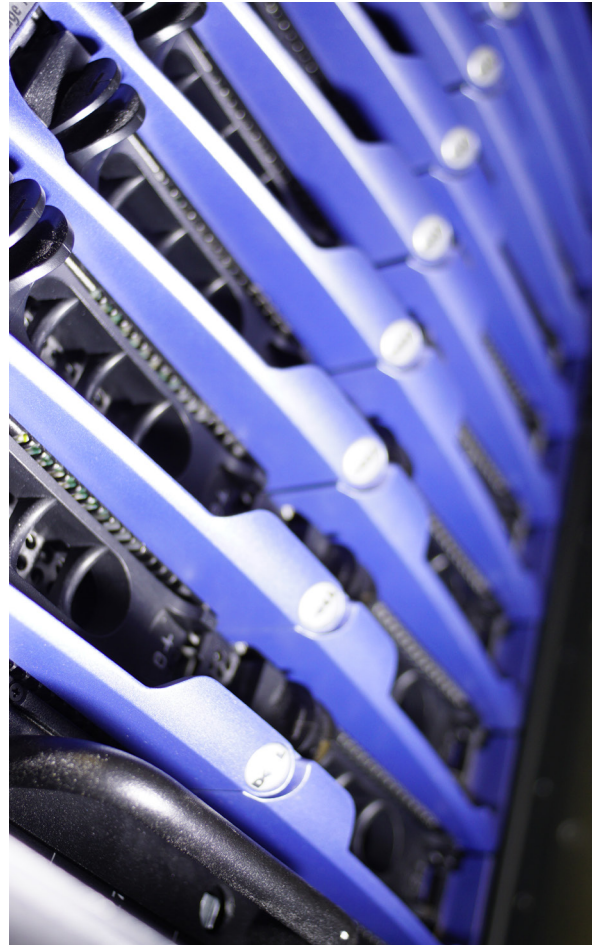
Ultimately, the Department leads the City in technological innovation efforts and collaborates with City partners and other agencies to share knowledge and set the pace for enriching technology for staff and the community.

## The Position

The City of Palm Coast is seeking an experienced, innovative leader who can think strategically and thrive in a collaborative, problem-solving environment. The Information Technology Director will have a great deal of responsibility, so the applicant needs to have a broad range of skills including, but not limited to, technical knowledge and background, leadership and communication skills, and understanding of modern business practices. The Information Technology Director will be passionate about technology and excited about its various applications. As part of the City Manager's Executive Team, this position articulates expectations, develops strategy, and analyzes and evaluates results to drive process improvements using technology. The Information Technology Director will lead and inspire a team of dedicated technology professionals. From identifying innovative solutions to addressing the need for a citywide technology framework and infrastructure, this position will improve the way the City and staff interact with technology.

The Information Technology Director will develop strategies to advance City Council key initiatives and priorities related to FiberNet, wireless communication facilities and assets, and Smart City applications. This position will also foster interdepartmental relationships and external partnerships to further some of these key initiatives.
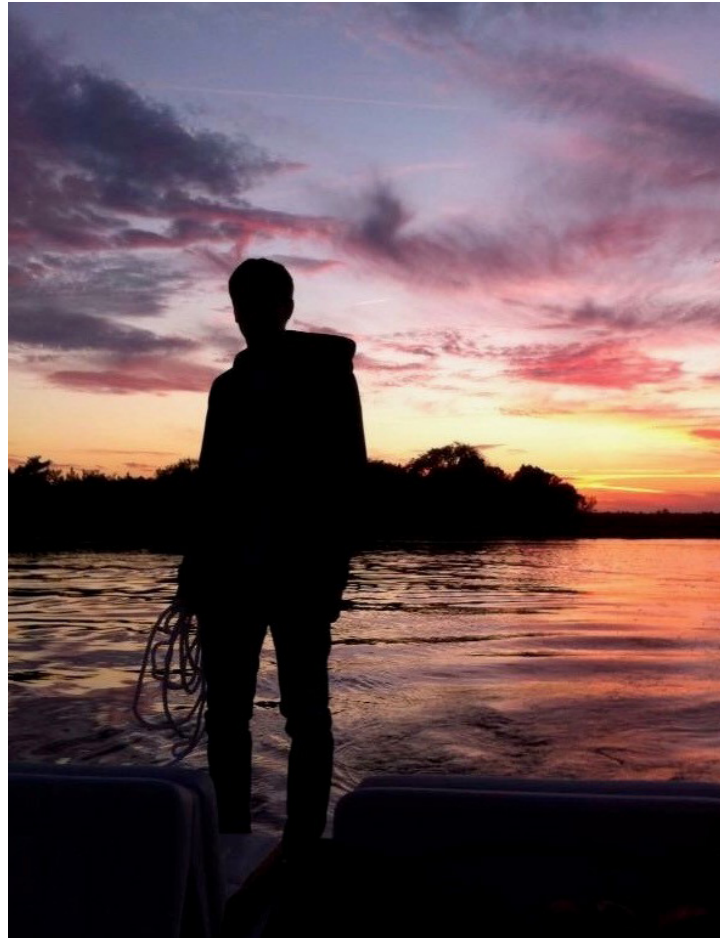
## Key Duties and Responsibilities

- Directs responsible professional, technical, managerial, and administrative work over information systems and communications systems throughout the City.

- Plans, organizes and implements departmental goals, and coordinates and integrates all activities toward achievement of established goals and objective.

- Develops and directs department operations and tactical strategies with respect to development projects, hardware and software acquisitions, administrative and instructional activities, and personnel resources.

- Develops and leads a project governance and management practice that involves, not only IT staff, but users and decision makers, to prioritize and manage projects to completion. This practice should include cost/benefit and ROI analysis.

- Administers the design, management, and strategic planning for long-term technology operations, including tactical strategies, security, firewall, VPN, disaster recovery and business continuity with respect to development projects, hardware and software management, and support services to facilitate effective IT solutions.

- Develops IT staff through ongoing training and development opportunities.

- Receives, responds and provides resolution to escalated inquiries and concerns from the general public, business community, City officials, and other departments regarding department related issues.

- Communicates with vendors, contractors, technical staff, City Council and Department heads for the dissemination of information, the resolution of technical problems, and to facilitate development activities.

- Develops, implements and controls department budget; ensures all functions and programs under charge are performed within established budgetary parameters, to include performing cost control activities, monitoring revenues and expenditures, and ensuring sound fiscal control.

- Develops strategies to advance City Council key initiatives and priorities related to FiberNet, wireless communication facilities and assets, and Smart City applications.

## Opportunities and Challenges

These are exciting times for the City of Palm Coast. The City is finishing an update to the City's business plan for FiberNet, which is a 50-mile all-fiber network for high-speed internet, telephone and other telecommunications services connecting City facilities, schools, and businesses. The City Council has emphasized the need to invest in our information technology infrastructure, expand the use of technology through smart city applications, and maximize the City's fiber optic and wireless infrastructure. In addition, City Council supports technology as a way to not only improve City services, but also help grow the local economy. To that end, the proposed fiscal year 2019 budget includes two (2) new positions to help with these efforts. The Information Technology Director will be expected to champion these initiatives, lead and motivate staff, and plan, budget, and execute strategies to help further these goals. This is both an opportunity and a challenge for the right candidate.

This position will be expected to thrive in a team environment, not only leading a team of dedicated IT professionals, but also inspiring and relying on others to help accomplish the necessary projects and tasks. The Information Technology Director will need to communicate and coordinate with others outside the department and ensure that the City's strategic efforts related to information technology and aligned with the City Council goals and complement or enhance departmental business processes for the City's important and diverse functions.

### Minimum Qualifications

- Bachelor's degree in Computer Science, Information Technology or related field; supplemented by ten (10) years professional experience in the field, to include four (4) years within a management capacity; or an equivalent combination of education, training, and experience.

- Must possess and maintain a valid Florida Driver's License.

## The Ideal Candidate

The City Manager is seeking an Information Technology Director who will take the City's efforts to the next level and fulfill City Council's goals. The individual will be outgoing, personable, and have excellent communication skills. He/she should be a strategic thinker who is not limited to past practices and widely accepted ideas. Creativity will be essential.

The ideal candidate will work well across department lines and with both internal customers and external customers, vendors, and partners. He/she will need to be able to inspire and motivate others without necessarily being their direct supervisor. Someone who functions well in the team environment is vital to this position's success.

The ideal candidate will meet the minimum qualifications above and have experience in an IT leadership role as an Information Technology Director, Assistant Director, or similar role. He/she will also have progressively responsible professional experience in project management and demonstrated a track record of successfully implementing innovation in a business or public organization. Experience in leading and managing enterprise business units (such as a fiber optic network and/or wireless communications assets) is especially valued.

## Compensation and Benefits

The full salary range is $81,818 – 118,924. The starting salary will depend on qualifications and experience. Benefits are excellent. The City offers a retirement plan where the City contributes 13 percent of the salary towards a 401(a) plan. In addition, the City offers an additional match up to 2 percent with employee contribution toward a 457 plan. For more information about the City's benefits, such as health/dental insurance, vacation and sick leave, and other insurance plans, please contact Human Resources at human_resources@palmcoastgov.com or (386) 986-3718.

## How to Apply

Apply online through the City's website at http://www.palmcoastgov.com/employment/openings. Questions should be directed to Human Resources at human_resources@palmcoastgov.com or (386) 986-3718.

## Confidentiality

Under the Florida Public Records Act, all applicants are subject to disclosure upon receipt. References are checked after the interview and selection process is completed.

## The Process

Applications will be accepted until the position is filled. The first review of applications is scheduled to occur on or after August 24, 2018. The City intends to conduct a comprehensive recruitment and selection process to ensure that not only a qualified candidate is selected, but also one who will complement the City's organizational culture. The City's intent is to select a candidate by the end of September 2018 with a start date sometime in October 2018.

## Other Important Information

The City of Palm Coast is an Equal Opportunity Employer and encourages women, minorities, and veterans to apply. A veteran's preference will be awarded per Florida law.