THE CITY OF CHARLOTTESVILLE, VIRGINIA

IS SEEKING A DYNAMIC, INNOVATIVE
AND PROGRESSIVE LEADER TO SERVE AS

Director of
Information Technology

The Community

The City of Charlottesville is located in West Central Virginia, approximately 120 miles southwest of Washington, D.C. and 70 miles northwest of Richmond, Virginia. Situated within the upper Piedmont Plateau at the foothills of the Blue Ridge Mountains and at the headwaters of the Rivanna River, Charlottesville was established as a town in 1762 by the Virginia General Assembly and was incorporated as an independent city in 1888. As a result of eight annexations, the most recent of which was in 1968, the City is 10.4 square miles.

Charlottesville serves as the economic, cultural, and educational center of a multi-county region. In 1981, the United States Census Bureau recognized the Charlottesville area as a Standard Metropolitan Statistical Area (SMSA). The SMSA includes the City of Charlottesville and the counties of Albemarle, Fluvanna, Greene, and Nelson. In 2017, the population of the City was estimated to be approximately 49,000 and the Charlottesville SMSA population of over 200,000.

Charlottesville was the home of two U.S. Presidents, Thomas Jefferson and James Monroe. During their terms as Governor of Virginia, they lived in Charlottesville and traveled to and from Richmond. The University of Virginia, founded by Jefferson and one of the original Public Ivies, straddles the city's southwestern border. Monticello is three miles southeast of the city and is, along with the University of Virginia, a UNESCO World Heritage Site, attracting thousands of tourists every year.

The City has ample health care resources. The University of Virginia's Health Sciences Center provides world renowned medical research, health care, and training. Martha Jefferson Sentara Hospital has a well-regarded comprehensive women's health center, oncology center, and a strong community focus.

Whether you are looking for an outdoor adventure such as hiking, biking, paddling, and camping, or you prefer fine dining, shopping or the arts, the unique and picturesque experience of Charlottesville is sure to win you over. Its scenic beauty, brick-lined Downtown Mall, and wine choices from 30+ local orchards and vineyards in the region are bonuses to a charming yet innovative community. Popular annual events include the Dogwood Festival, First Night Virginia, the Virginia Film Festival, the Virginia Festival of the Book, the Tom Tom Founders Festival, the Festival of Cultures, the African-American Cultural Arts Festival, among many others that occur throughout the year. The City has received many notable awards and recognitions and is consistently at the top of everyone's "best lists" including the "Best Place to Live in America" and "Best Small Cities in the U.S."

City Government

The City operates under the City Manager/Council form of government. The City of Charlottesville voters elect a five-member Council to serve at-large as the City's legislative and governing body. Members serve staggered four-year terms, and they select one Councilor to serve as Mayor and one as Vice-Mayor for two years. Municipal elections are held in November in odd-numbered years. The Mayor presides over meetings, calls special meetings, and serves as the ceremonial head of government. The City Council appoints the City Manager, Director of Finance, City Assessor, Clerk of Council and members of major policy-making Boards and Commissions. Council makes policy in the areas of city planning and finances, human services, public safety and justice, public utilities, and transportation and has specific powers to pass ordinances, levy taxes, collect revenues, adopt a budget, make appropriations, issue bonds, borrow money, and provide for the payment of public debts. Administrative and executive duties are performed by the City Manager. Three Deputy City Managers assist the City Manager in the operational and financial aspects of all City functions, coordinate interdepartmental activities and assist with assignments relating to the racial diversity, equity and inclusion, planning, direction, control, and evaluation of the operations and programs of the City Government, relations with City Council, and the coordination of the City's operating and capital improvement budgets.

Charlottesville is an engaged community with a variety of citizen advisory groups, commissions, task forces, and ad hoc committees, which assist the City Council by studying specialized areas of interest and making recommendations for Council action. These range from the Planning Commission and the BAR to the Parks and Recreation Commission. As noted, civic engagement is a strong value in the City of Charlottesville. The City government continually creates venues for all citizens, with a special emphasis on those who are traditionally under-represented in civic processes, to become involved. This commitment to inclusive civic engagement ensures that social equity is built into the development of public priorities and policies.

The City is a full-service city with approximately 993 full-time staff, an FY 2021-22 General Fund operating budget of $190 million, and an FY 2022-26 Capital Improvement Plan budget of $121 million. The FY 2021-22 budget reflects the continued delivery of high-quality governmental service that citizens, businesses, and visitors rely upon daily within the constraints of the current economy. As an independent City, Charlottesville does not have the same boundaries as nor is subject to taxation by any county and is not liable for any county debt. The City is financially stable and has a AAA bond rating.

Department of Information Technology

The Department of Information Technology (IT) assists all City departments by centrally supporting the City's computer and telecommunications systems and providing technical support to City employees. The Department maintains and administers the City's SAP based ERP and serves as a consultant to the City organization and its affiliates on how to use technology to better serve stakeholders. The Department is responsible for evaluating, recommending, purchasing, installing, and supporting all City computer systems and communications networks for both voice and data. Information Technology maintains and administers the City's client-server technologies, including its computer network (LAN), the regional Police and regional jail computer network, the City's fiber loop, the regional Library computer network, DMV network support functions through the City Treasurers' Office, full IT service for the Charlottesville Redevelopment and Housing Authority, and services to Courts and the regional Jail. Information Technology also provides microcomputer maintenance, computer systems analysis, development support, help desk support, and provides data backup and security for all server-based data. The Department has twenty-one full time positions budgeted and an FY2021-2022 operating budget of $4,688,444.

Department of Information Technology Organizational Chart
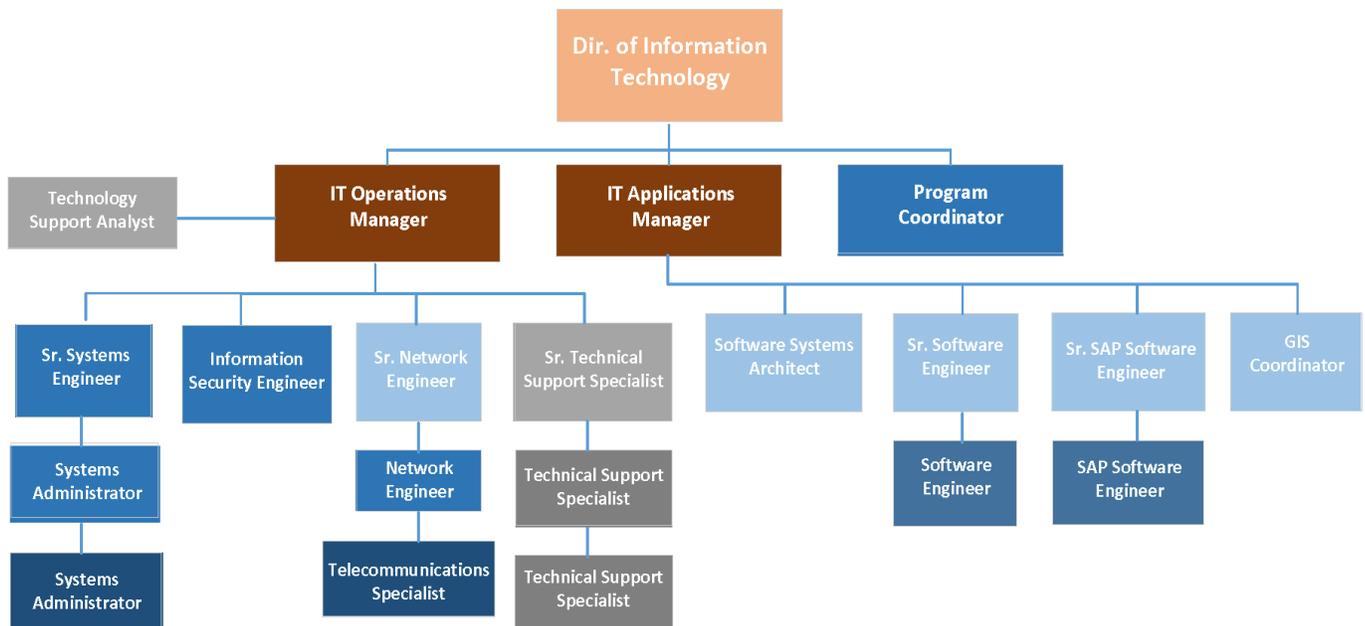
Director of Information Technology Profile

The Director of Information Technology performs complex professional and difficult administrative work directing and coordinating information technology activities and services in accordance with policies of the City Council and City Manager; assisting the City in facilitating a high level of service delivery and quality management of City activities by ensuring that appropriate, cost-effective data processing and information systems, and related equipment, are utilized and maintained; managing the infrastructure and platform for all technology through the supervision of support staff; does related work as assigned. Work involves setting policies and goals under the direction of the City Manager.

This position oversees computer, networking, cloud and data center operations including all infrastructure and application components, ensuring confidentiality, integrity and availability of data and systems. The Director of IT will drive the Departmental strategy, building and developing the IT organization, processes and procedures to support the City's overall strategic goals. Supervisions is exercised over all department personnel.

Specific Duties and Responsibilities

- Manages broad infrastructure technologies; on premises and cloud resources, servers and networking, telecommunications, backup, security and desktop management;
- Manages service delivery of outsourced services or functions via contract with the ability to create/manage/measure Service Level Agreements and Key Performance Indicators for external and internal purposes;
- Develops business cases for investment in hardware, software and/or cloud capabilities, supporting organizational operations and present and future –state alignment;
- Analyzes operational stakeholder needs and recommends technical solutions;
- Scans the environment to understand current and emerging marketplace trends and advises on organizational impact;
- Manages IT security and implements controls requirements while promoting security awareness in the organization; complies with internal and external audits;
- Oversees and determines timelines for major IT projects including system updates, upgrades, migrations and outages;
- Serves as technical advisor for the City on matters pertaining to electronic data processing systems; maintains contact with users, industry representatives and specialists; anticipates, avoids, and resolves problems; participates on management teams involved with building design, construction, relocation, or renovation;
- Develops and manages the IT budget, demonstrating the organizational benefits and cost-effectiveness of different technology solutions;
- Oversees management of IT personnel, establishing performance standards and evaluating the performance of subordinate personnel; Ensures the availability of training and professional development programs;
- Provides advice and counsel to City departments, staff, agencies, and authorities on technology architecture and infrastructure issues;
- Oversees Departmental policies and procedures, supporting and implementing changes as appropriate;
- Serves as a member of the Lead Team, participating in the formulation of strategic initiatives and advising on the decision-making at the leadership level;
- Performs other duties as assigned.

Education, Experience and Skills

Education:
- Bachelor's degree with coursework in computer science or related field (including but not limited to information technology, engineering, business administration) and extensive experience in a management role in the information technology field including client/server applications and electronic data processing with considerable supervisory experience, or equivalent combination of education and experience.?
- Master's degree preferred.
- CISSP, CISM/A, CRISC security qualifications preferred.

Experience:
- At least eight to ten years of senior experience in IT, IS Security, Compliance, IT/IS risk or related field.

Knowledge, Skills and Abilities: Thorough understanding of IT security operations, risk assurance and management; internal and external security and data management audits; thorough knowledge of the effective use of microcomputers, related equipment, and standard software, including MS-DOS, MS Windows, MS Windows Server, Linus/UNIX Operating Systems, Informix Database Systems, Network Monitoring and Management, MS SQL, GIS software, MS Office software, Enterprise software; emerging technologies; firewalls; encryption; identity and access management; vulnerability management; endpoint protection and data loss prevention. Must be skilled in contract management; problem solving; personnel management; Ability to develop, implement, communicate and maintain policies and procedures; develop mitigating plans to enhance the security position of information systems assets; strong interpersonal and influencing skills; ability to work under pressure to tight timelines and without direct supervision; ability to be forward-thinking and strategic while delivering reliable IT services; ability to build high-performing teams with the ability to place the right employees in the right roles for team success; ability to transform abstract regulatory requirements into cohesive compliance actions.

Compensation and Benefits

The hiring salary will be between $120,000 and $156,790.40 annually, dependent on education and experience level of the candidate. The City offers an outstanding program of employee benefits, including the option of participation in a Defined Benefits or Defined Contribution Retirement Plan. The opportunity to live and work in one of the most dynamic, challenging and culturally rich communities in the United States is an added benefit for the successful person. Reasonable relocation assistance will be available.

- *Medical Benefit:* Medical insurance is available through Aetna. Employees can choose from 3 options. Employee premium costs are based on plan selection. Spouse and dependent coverage is available but the cost of the premium is not subsidized. Coverage is effective on the first of the month following date of hire. Plan options and costs are determined each fiscal year and are subject to change.
- *Dental Insurance:* Provided through Delta Dental at no cost for employee only coverage. Spouse and dependent coverage is available but not subsidized.
- *MetLife Vision Insurance:* The City's medical insurance through Aetna covers an eye-exam. Additional optional coverage under MetLife is available and participation is voluntary. The cost depends on the selected coverage type, employee only or dependent coverage.
- *Life Insurance*: The City provides basic term life insurance in an amount equal to two times your annual salary. The City pays the premium. You may also purchase additional life insurance.
- *Cancer/Accident/Disability Insurance* is available for purchase.
- *Vacation and sick leave* are accrued on a monthly basis. Vacation accrual is based on length of service. City executives have a beginning accrual rate of 3 weeks per year of service. Accrual is on a per pay period basis. All employees accrue 4.62 hours of sick leave per pay period. In addition, you will have immediate access to 20 hours of discretionary leave that you can use for any purpose. Employees who leave employment with the City are eligible to receive compensation for any unused vacation time up to the maximum accrual limit. There is no cash compensation for unused sick leave. However, employees participating in the City's defined benefit retirement plan can convert a percentage of their unused sick leave for additional service credit.
- *Holidays:* City employees receive 14 paid holidays per calendar year (13 observed, 1 floating).
- *Flexible Spending Accounts* for health, dependent care, and transportation/parking expenses.
- *Educational Assistance*: The City currently will pay up to $1,200 per fiscal year towards undergraduate, or up to $2,000 towards graduate level courses, for courses taken at approved institutions that qualify as career development. Funds are approved at the beginning of the fiscal year.
- *Retirement Plan Options*: You may choose one of two retirement plan options offered by the City: Defined Benefit or Defined Contribution. The Defined Benefit Plan pays a monthly benefit for life at retirement based on your years of credited service and your average compensation while you are working at the City. Employees contribute 5% of base salary to this plan. With the Defined Contribution Plan, an account is

established on your behalf and your account grows through contributions from the City and earnings from investments you select. The defined benefit requires 5 years of service to vest. Vesting in the Defined Contribution plan is immediate. The City makes contributions to both plans. The contribution rate to the Defined Contribution plan for executives is 19.5% effective July 1, 2021.

- *Long Term Disability:* The City provides long term disability insurance at no cost. If unable to work due to illness or injury, the plan replaces 60% of your basic monthly earnings up to a maximum of $6,000 per month. There is a 90-day elimination period.
- *A Deferred Compensation Plan (457):* Participation is voluntary. The employee on a pre-tax basis makes all contributions. ICMA is the administrator for the City's plan.
- *Employee Assistance Program*. Program is confidential & available to employees & family members at no cost.

Application and Selection Process

Applications for the position must be submitted online at www.charlottesville.gov/jobs. Resumes will not be accepted in lieu of a completed online application. Please also submit with your online application a cover letter, résumé, and five (5) professional references. The application deadline is February 18, 2022 at 5pm EST.

Following the closing date, applications will be screened based on the criteria as described. Candidates with relevant qualifications who are identified as best qualified based on their provided information will be contacted to schedule preliminary interviews. The candidate pool will then be narrowed further, based on the preliminary interviews, to the next stages of the process including but not limited to additional interviews and background inquiries.

The City of Charlottesville is an Equal Opportunity Employer and Values Diversity at all Levels of its Workforce.

Organizational Values
LEADERSHIP ● TRUST ● CREATIVITY ● RESPECT ● EXCELLENCE