



## Information Technology Manager

<b>COMPENSATION:</b>	<b>\$97,427 TO \$118,535</b>
<b>DIVISION EMPLOYEES:</b>	<b>6 FTEs</b>
<b>FIRST REVIEW OF APPLICATIONS:</b>	<b>APRIL 10, 2013</b>

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### THE CITY

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The City of Shoreline offers classic Puget Sound beauty, the convenience of suburban living and the attractions of nearby urban opportunities.



**Richmond Beach**

The City was incorporated in 1995 and is directly north of Seattle. Shoreline has a diverse population of 53,000 residents.

Over the years, Shoreline has developed a reputation of strong neighborhoods, excellent schools and abundant parks.

In 2012, 92% of residents rated Shoreline as an excellent or good place to live. Independent sources have affirmed that view. Local magazines have named Shoreline the “best place to live” in the Puget Sound area several times and in 2010 Money Magazine recognized Shoreline as one of the best American small cities on their list of America’s Best Places to Live.

City departments include: City Manager’s Office, Public Works, Planning & Community Development, Human Resources, City Attorney, Community Services, Parks, Recreation & Cultural Services and Administrative Services. The IT Division is a division within the Administrative Services Department.

The City contracts with King County for police services; fire services are provided by the Shoreline Fire District; utilities are currently provided by independent districts and Seattle, but current plans contemplate the City’s assumption of utility functions over the next several years. The City employs 132 FTE and has a 2013 budget of \$67 million. The City has a very experienced, talented Leadership Team and a dedicated, motivated, hard working employee group.

#### **SHORELINE’S ORGANIZATIONAL VALUES**

Above all else, our focus is *Customer Service* through:

##### **Continuous Improvement**

- *Teamwork*
- *Innovation*
- *Leadership*
- *Personal & Professional Development*
- *Organization-Wide Perspective*
- *Community Involvement*

##### **Professionalism**

- *Integrity*
- *Diversity*
- *Respect*
- *Excellence*
- *Responsiveness*

##### **Results**

- *Personalized Service*
- *Problem Solving*
- *Two-Way Communication*
- *Responsible Stewardship*
- *Celebration of Successes*
- *Mutual Support*
- *Fair Process*

## **CITY MANAGER**

Julie Thuy Underwood was appointed City Manager February 26, 2011. Previously Julie was the Assistant City Manager for Shoreline and had been in that position since 2002. Throughout her tenure at Shoreline, she has been involved in all aspects of the City's daily operations. Before coming to Shoreline, Julie worked for the City of Rockville, Maryland as the Assistant to the City Manager and as a management assistant.



**Puget Sound and the Olympic Mountains**

Julie is values-driven, proactive and energized by teams coming together to face challenges, cooperate and creatively problem-solve. She believes that service delivery and performance are impacted by the kind of workplace that is shaped by its leaders. Julie is characterized as a servant leader and places a high value on communications, ethics, the big picture and customer service.

## **ADMINISTRATIVE SERVICES DIRECTOR**

Bob Hartwig has served as Administrative Services Director since January 2012. Previous positions include City Administrator/Finance Director of Fremont, Nebraska, Finance and Administrative Services Director for Lafayette, Colorado and other senior level governmental finance positions. He also has ten years of experience in private industry including six years as a business owner.

Bob has a BBA with majors in Accounting and Finance from The University of Iowa and an MBA from Regis University (Denver, CO).

He is also an actively licensed Certified Public Accountant in Washington and Colorado.

## **THE DEPARTMENT**

The Administrative Services Department includes budgeting, accounting, purchasing/fleet/facilities and information technology. The Department currently has 22 employees in three divisions: Finance, Central Services and Information Technology.

## **THE IT DIVISION**

The Information Technology Division has a budget of \$976,422 and 6 employees: IT Manager, IT Systems Analyst, Network Administrator, GIS Specialist, Web Developer and Computer/Network Specialist. The Division is responsible for the efficient and effective operation of all City information technology services including all computer hardware and software systems, the wide and local area network infrastructure and VOIP and cell phone systems.

The City's enterprise information technology infrastructure consists of a private metropolitan area network and two datacenters utilizing virtual storage technologies to provide services across six locations. Environment includes Juniper, Procurve, VMware, Netapp, Microsoft, Shoretel, Solaris, Oracle and Informix platforms supporting Infor Hansen, SunGard Bi-Tech Ifas, Active Network Class and Esri application systems.

The City recently invested in an outside professional evaluation of its IT organization and has implemented resulting recommendations. The Division is well positioned to provide outstanding customer service for the next several years.

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## THE POSITION

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The Information Technology Manager reports directly to the Administrative Services Director and is a key member of the Administrative Services Department's management team.

As manager of a division with five other employees, the position is a "working manager." In addition to managing the team, the Manager performs significant substantive technical work for the City.

Responsibilities include:

- ◆ Assume management responsibility for City-wide assigned services and activities of the Information Technology Division including the City's full range of computer systems, all associated software and hardware, websites and related technology and telephone services and equipment;
- ◆ Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures;
- ◆ Monitor and evaluate efficiency and effectiveness of service delivery methods and procedures; recommend, within City policy, appropriate service and staffing levels;
- ◆ Plan, direct, coordinate and review the work plan for Information Technology staff; provide staff development and cross training for all Division staff; foster a team environment where successful work product is the result of collaboration by the team; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems;
- ◆ Manage the selection of outside consultants, engineers and system integrators for City needs;
- ◆ Manage and participate in the development and administration of the Division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments;
- ◆ Stay abreast of new trends and innovations in the field of information technology.

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## CANDIDATE PROFILE

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The ideal candidate is an experienced manager and leader who understands all aspects of information technology operations and who enjoys public service. She or he has strong interpersonal skills, excels at working collaboratively and demonstrates the ability to build effective relationships within the Information Technology team and with the full range of customers of the Division's services.

The successful candidate will be familiar with City's Values and will embrace the organizational culture epitomized by these Values. The new Information Technology Manager will have a proven track record as a skilled manager of programs and people. Experience building, continually improving and maintaining the full range of information technology the City employs is also valued. He or she will have produced high quality results implementing systems and programs to create and maintain a high

performing, customer service focused organization.

The successful candidate will possess expertise in at least one functional area of an IT environment. Demonstrated expertise in other functional areas is also desirable.

The ideal candidate will possess excellent oral and written communication skills, be a good listener who deals consistently and fairly with employees at all levels of the organization and be willing and able to serve as an excellent manager and supervisor of professional and technical staff.

In summary, in addition to solid supervisory skills, the City's highest needs at the present time are in the areas of leadership, communication, and IT project management.

#### **PERSONAL CHARACTERISTICS**

The City seeks a candidate who is a self-starter, articulate, honest and respectful. The successful candidate enjoys working with a wide variety of employees, is politically astute and exhibits a candid communication style that is appropriate to the forum.

The ideal candidate is able to accept and support decisions in a positive manner and has a collaborative approach to fostering development of teams. The new Information Technology Manager will bring an appropriate sense of humor, a

flexible "can-do" attitude and an over-all positivity that permeates throughout the organization.

#### **EDUCATION & EXPERIENCE**

Candidates require five years of increasingly responsible experience in the management of information technology including two years of supervisory/management and administrative responsibility.

BA/BS in information systems, computer science or a related field is required.

#### **COMPENSATION**

- ◆ \$97,427 – \$118,535 DOQ
- ◆ Medical, dental, vision, life and disability insurance, an opportunity for a City contribution to deferred comp
- ◆ 401A: Social Security Replacement including an employer match
- ◆ PERS: State of Washington Public Employee Retirement System position
- ◆ Competitive holiday, vacation and leave package



**Shoreline's Youth Soccer Program**

The City of Shoreline is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply. Please apply online at: <http://apply.governmentresource.com>

For more information on this position contact:

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