

CITY OF RIVERSIDE

City of Arts & Innovation



An Outstanding Career Opportunity

CHIEF INNOVATION OFFICER

recruitment services provided by Ralph Andersen & Associates



THE OPPORTUNITY

The vacancy for the position of Chief Innovation Officer (CIO) is due to the retirement of Steve Reneker after seven years in the position. The City of Riverside is recruiting nationally for a highly experienced IT professional to manage the day-to-day technology activities for this nationally recognized and award-winning City. Riverside's excellence in high technology, workforce development, digital inclusion, arts, innovation, collaboration, and social capital resulted in the City being named the 2012 Intelligent Community of the Year!

Over the past seven years the City of Riverside has been recognized six times by the Center for Digital Government as having one of the country's top ten websites, four times by the Municipal Information Systems Association for outstanding information technology practices, six times by Digital Cities Survey for creating a seamless environment between local government and constituents, four times by the Intelligent Community Forum (ICF) as a Smart 21 Intelligent Community, two times by the ICF as a top 7 intelligent community, and in 2012 by the Association of California School Administrators for the SmartRiverside/Riverside Unified School District partnership in educating low income families (Partners Educational Award). SmartRiverside is also a two-time winner in 2011 and 2102 by ComputerWorld Honors Program as a Laureate for Best Practices in Digital Access. In addition, in 2010 the Center for Digital Government recognized the City's outsourcing partner (ACS, a Xerox Company) with their prestigious Best Fit Integrator Exceptional Service Award for Enterprise System Integration.

THE CITY OF RIVERSIDE

The City of Riverside's location approximately 60-miles east of Los Angeles puts it within driving distance of Southern California's other attractions, like Disneyland, the Pacific Ocean and its beaches, Palm Springs, mountain resorts including winter recreation, and many area wineries. Riverside has a rich history that has played a part in shaping California's development as an agricultural leader. Riverside is the home of California's first naval orange trees in 1873, one of which still stands today and is a California Historical Landmark. The success of orange trees in Riverside made the new citrus industry a "second gold rush" for California, and, during this time, Riverside was the wealthiest city per capita in the nation. Founded on the principles of education, culture, and beauty, Riverside was named one of the nation's Most Livable Cities in 2010. The City has grown to be the 12th largest city in the State, and the 6th in Southern California, with a population of 303,871.

Stretching over 81-square miles, Riverside is home to the University of California at Riverside as well as three other universities and colleges, including California Baptist University, La Sierra University, and Riverside

Community College, along with several museums that celebrate art, history, technology, and culture. The City's scenic landscape includes hills, parks, and preserved open spaces. The Historic Mission Inn & Spa is the focus of the City's famous Festival of Lights, a six week-long festival of activities that include carriage rides, skating under the stars at an outdoor ice rink, live music, and, of course, millions of lights to celebrate the holiday season. Other events held in Riverside include the Festival of Trees, the Dickens Festival, the Riverside Airshow, the International Film Festival, and the Riverside Arts Walk, which takes place the first Thursday of every month. As the City of Arts and Innovation, Riverside is truly a marvelous place to live, work, and play.

CITY GOVERNMENT

Riverside was incorporated in 1870, and is governed by the council-manager form of government. The City Council is comprised of the Mayor, who is elected city-wide, and seven members who are elected by ward and serve four-year terms. The Mayor and City Council appoint the City Manager to oversee city operations, which include a budget of \$993 million and staff of 2,497. The City of Riverside has won many awards and recognitions, including being listed as a Top 25 City for Business by Executive Outlook Magazine; an Emerald City designation by the State of California Department of Conservation for sustainable green initiatives and renewable energy, the first such designation given; one of America's 100 Best Communities for Young People by America's Promise Alliance; and the Number 3 "Can Do City" by Newsweek Magazine.

THE IT VISION

The City of Riverside Innovation and Technology Department is committed to being a premier city government service provider. The Innovation and Technology Department's vision is to:

- Provide highly skilled and motivated information technology professionals that share a commitment to excellence and quality customer service;
- Maintain a clear understanding of City departments' business services;
- Assist in developing technical solutions that meet business needs;
- Ensure the capacity required to support current and future enterprise needs is available;
- Provide innovative solutions and process improvements using proven state-of-the-art technologies;
- Optimize the City's investment in technology to ensure targeted and efficient use of resources;
- Deploy technologies that protect individual privacy and provide adequate security to protect individual information required by law;

- Maintain a technology infrastructure and the processes to comprehensively manage, preserve, and share in electronic form the extensive knowledge base of City departments;
- Identify and address emerging needs for City-wide solutions; and
- Support and enhance the strategic IT competencies of the City Department's technology power users and business analysts.

THE CHIEF INNOVATION OFFICER POSITION

This at-will position reports to Assistant City Manager, Deanna Lorson, and is a key member of the City Manager's Executive Leadership Team. The Chief Innovation Officer is directly responsible for the City's strategic use of technology, managing the Innovation and Technology Department, and working closely with City departments to improve processes and enhance citizen services. The CIO provides the Executive Technology Committee (ETC) and Information Technology Transfer Committee (ITTC) with their ongoing leadership and the technical subject matter expertise to help set strategic direction and policy. Additionally, this important leadership role must continuously collaborate with department directors regarding technology decisions, and works closely with the City Manager's Office to secure funding for IT projects. The Department manages 120 software/hardware contracts on an annual basis.

The Department has 45 contract positions with Xerox and 7 full-time city staff. The IT operating budget for FY 2013 is \$10,151,445. The current structure of the Innovation and Technology Department consists of four (4) operating divisions:

- **The Operations and Systems Services Division** is responsible for system and storage configuration, implementation, and administration. They focus on system design, conformance to standards, maximizing system performance, capacity planning, and disaster preparedness.
- **The Network Services Division** is responsible for management of the City's local and wide area networks; copper, fiber, and wireless communications; video security; and telecommunication services. This Division also ensures adequate security measures are in place to protect the City's network from unauthorized access.
- **The Client Services Division** is responsible for help desk and desktop support services. The help desk receives problem calls, creates an information log, routes calls to appropriate IT staff, and tracks for timely resolution. This Division also supports installation and replacement of desktop and laptop computers, printers, and standard desktop applications, such as Microsoft Office and Outlook.
- **The Application Service Division** is responsible for support of enterprise systems; selection leadership and integration of new commercial-off-the-shelf solutions; maintenance and upgrade of existing systems; architectures, software, and database standards; web development; and GIS support.

It is important to note that the Chief Innovation Officer works closely with all other City departments including the City Council, and acts as a liaison between contractors and user departments on all information service matters. A close working relationship between departments is beneficial in serving the City's internal and external customers as efficiently as

possible. The Innovation and Technology Department is a centralized IT structure with a City run and owned Public Utility that uses IT to operate all of its systems except for SCADA. Police and Fire also fully utilize IT for all services except for radio communications (outsourced to Comserco).

The Department has approximately 250 active projects, which the CIO prioritizes and adopts a focus on the Top 25, which is published monthly to ensure Xerox staff execute the mission of the organization. The data center is state-of-the-art and world class. All City facilities are interconnected on public utility fiber with a 10 Gb backbone and 1 Gb for each facility. The phone system is all on Avaya VoIP. The entire City is covered with 1600 Wireless access points from Bel Air and it is free to all residents at 1 Mb.

The CIO works with the schools to ensure all children have technology at home and to cross-promote Digital Inclusion. The CIO also serves as the Executive Director of SmartRiverside, which oversees a Digital Inclusion program run by disadvantaged youth that are mentored in PC refurbishment and support over 6,100 families that have graduated. Over 150 new families are trained each month. A Technology Ombudsman works with SmartRiverside and invites the CIO to all meetings involving attracting and retaining high technology companies in Riverside.

THE IDEAL CANDIDATE

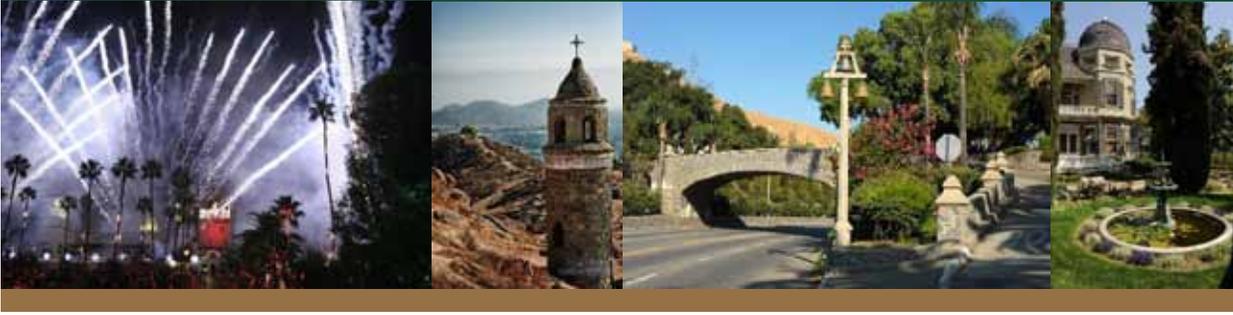
The ideal candidate will have exceptional management, interpersonal, and communication skills, with a hands-on and proactive approach to addressing a broad range of information technology challenges and opportunities. The successful candidate for the Chief Innovation Officer position will be a strategic and innovative thinker with a keen understanding and ability to strategically balance city-wide infrastructure and technology needs with the individual priorities and concerns of City departments. In addition, keeping abreast of changing technology and proactively appraising City management and staff of beneficial and prudent technological advancements will be critical.

Ideally, the successful candidate will have a career history serving communities of similar size and complexity. The next CIO will also be a positive influence on day-to-day operations, have a "can-do" attitude, and is comfortable with a hands-on approach to all aspects of departmental procedures. The ideal candidate will have a natural interest in mentoring and guiding staff, having patience to not only explain strategy and procedures but also explaining how to effectively and efficiently achieve City-established goals with a pro-active approach versus a reactive response.

Additionally, the Chief Innovation Officer must be recognized as having the ability to provide the Department with the following:

Exceptional leadership skills

- Display outstanding character, integrity, and professionalism;
- Ability to build consensus and provide a positive example;
- Ability to embrace and effectively implement new ideas, and a genuine interest in the community and the broad range of issues facing the City of Riverside;
- Consistently communicate and implement the City's mission; and
- The capacity to lead, promote, and articulate the Department's commitment to expansion of customer service.



Outstanding managerial skills

- Extensive knowledge of current trends and issues that affect and influence all aspects of strategically using information technology to reduce costs, improve access to services, information, and overall improve the City's ability to provide more efficient services;
- Creative problem-solving capabilities, with the ability to analyze and resolve complex and sensitive issues, problems, and situations; and
- A proven track record of identifying and evaluating specific information technology organizational needs.

A proven, effective communicator

- Display an outgoing, communicative style, one that is comfortable working with a variety of individuals at any level in the organization;
- A good listener; open and approachable with new ideas;
- Excellent writing skills, a highly articulate oral communicative style, and the ability to clearly explain complex issues to a wide variety of constituents;
- Proactive at providing information to the City Manager, City Council, and other City department directors; and
- Open, honest, and forthright in all communications.

MINIMUM QUALIFICATIONS

Any combination of experience and education that likely provides the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: A Bachelor's degree from an accredited college or university with major course work in computer science, information management, business or public administration, or a closely related field. An advanced degree is highly desirable.

Experience: This position requires a minimum of five (5) years of progressively responsible information systems management experience including utilization information and communications technology (ICT), managing in a multi-vendor and contractor environment, three (3) years of which must be in a supervisory/management capacity. For further consideration, candidates must have a verifiable track record of success and a stable work history. Due to the City's size, scope, and complexities, broad management skills and a sophisticated approach to strategic information technology management, operations, and planning experience are essential.

Final Selection and Appointment: The City Manager will select the most highly qualified candidates for consideration based on a combination of education, career experience, and accomplishments that best fit the needs of the City of Riverside.

TO BE CONSIDERED

This is a confidential process and will be handled accordingly throughout the various stages of the process. References will not be contacted until mutual interest has been established. The first review of resumes will take place on January 21, 2013. This position is open until filled; however, candidates are encouraged to apply early in the process for optimal consideration. Resumes will be reviewed and evaluated throughout the recruitment process.

To be considered, candidates must submit a:

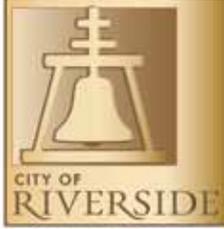
- Compelling cover letter;
- Comprehensive resume;
- Salary history; and
- Six (6) professional references.

An electronic version of all submittals is strongly encouraged. Interested candidates may apply via email to apply@ralphandersen.com.

Ralph Andersen & Associates will conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. The evaluation and selection process may consist of a supplemental questionnaire and/or written exercise(s) to further evaluate relative experience and overall suitability for this position. Ideally, the Chief Innovation Officer will join the City of Riverside in March 2013, or sooner.

Finalist candidates will be required to sign a release form to authorize preliminary reference calls and verifications to be conducted. Employment history, degrees obtained, and other certifications/accomplishments will also be verified.

Should you have any questions regarding this position or the recruitment process, please call Mr. Robert Burg or Ms. Heather Renschler at (916) 630-4900. Confidential inquiries are welcomed.



COMPENSATION AND BENEFITS

Compensation: The annual salary range for the Chief Innovation Officer is up to \$173,196. Placement within the range is negotiable and dependent upon qualifications (DOQ).

Health, Vision, and Dental Coverage: The City provides seven Health Plans, one Vision Plan, and three Dental Plans. Vision coverage is provided through Vision Services Plan (VSP) and is automatically included with all health plan selections.

Vacation and Sick Leave: Leave is accrued at the rate of 200 hours for vacation and 96 hours of sick leave annually.

Holidays: 11 paid holidays each year.

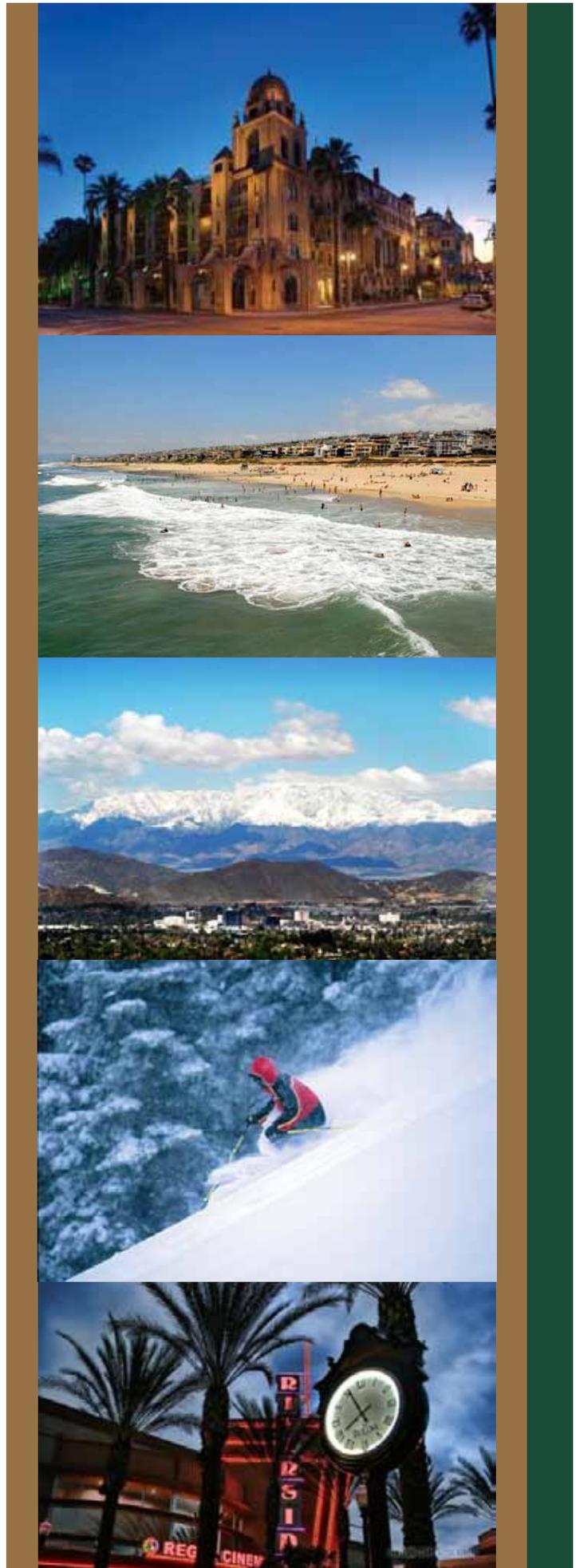
Life Insurance Coverage: A basic amount of Life Insurance equal to twice the annual salary, rounded to the next higher multiple of \$1,000 is provided, up to a maximum amount of \$700,000. The City pays 100% of the cost of basic life insurance. In addition, Accidental Death & Dismemberment (AD&D) coverage equal to the basic amount of Life Insurance is provided.

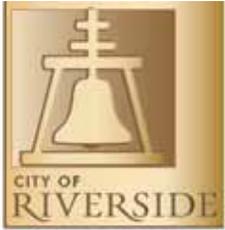
401(a) and 457 Deferred Compensation Plans: The City provides a **one-time** opportunity to enroll in a 401(a) Deferred Compensation Account. Employees may “irrevocably” defer a certain percentage or dollar amount of their salary on a pre-tax basis. The City offers two 457 Deferred Compensation Plans. Contributions are deducted on a pre-tax basis. A minimum contribution of at least \$10 per pay period must be made to participate.

LTD Coverage: The City offers a voluntary Long-Term Disability (LTD) Plan with coverage equal to 60% of the employee’s monthly pay, up to a \$7,000 maximum. The associated premium is paid by the employee on an after-tax basis. To qualify for benefits, employees must meet the plan’s definition of disability.

Retirement Plan: Employees are automatically covered under the City’s Retirement Plan, which is offered through CalPERS. The retirement benefit factor is 2.7%@55 years of age. For employees hired after October 19, 2011, employees pay 8% of the retirement plan cost. New employees hired after January 1, 2013 may/will be subject to 100% employee retirement cost sharing and a new retirement formula pursuant to the California Public Employees’ Pension Reform Act of 2013 (AB 340).

Other Benefit Information: Employees may elect to waive the Health Insurance coverage offered by the City and receive a \$2,000 annual stipend under the “Health Opt-Out” program. Additional Life Insurance and Flexible Spending Account plans are available to all City employees for optional enrollment.





INNOVATION AND TECHNOLOGY DEPARTMENT ORGANIZATION CHART

