

**King County, WA - Department of Information Technology (KCIT)  
Customer Support Services Director  
(Information Resources Management Director)**

**Salary:** \$125,046 - \$158,504 DOQ.

**Description:** The Customer Support Services Director (CSSD) is a member of the senior management team and is appointed by and reports to the Chief Information Officer (CIO) for King County. He/she will lead a core group of internal service clients, educating potential clients and selling solutions including positioning solutions and leading the business development efforts of service offerings as part of technology solutions strategy. She/he will also be the lead in designing and implementing an outreach plan which informs and “seeds” the market and helps to generate excitement around available information technology solutions. The CSSD will also be responsible for taking the lead in developing and managing sustainable business relationships, indentifying future growth opportunities/approaches, and will have a key role in helping to decide the distribution of a \$90 million budget. Development and implementation of a customer management plan across all levels of customers, identifying customer’s key issues, needs, concerns and ‘hot Buttons’ and leveraging business development and IT services/technology resources are among key primary goals for the person selected.

King County is the 14<sup>th</sup> most populous county in the nation and the second largest government in Washington State. Operating under a Home Rule Charter and a Council-Executive (both elected) form of government it serves a population of just over 1.9 million. The County has a budget of over \$5 billion and 13,000 employees. The King County Department of Information Technology (KCIT) has a \$76 million operating budget and a \$20 million project budget and a staff of over 400.

**Qualifications:** Demonstrated experience leading complex teams focused on excellence in customer service, developing and managing sustainable business relationships, determining and implementing knowledge of current and possible future policies, practices, trends, technology and information affecting the information technology business and organizations are key qualifications. Five years or more experience in business development and selling technology solutions through B2B channels is also desirable, as well as a strong commitment to quality and continuous process improvement. Experience/skills in providing information technology solutions that are tailored to meet the business needs of a diverse list of business, community and clients involving multiple service organizations and county-wide/ regional service areas is also very important. Strong communication and presentation skills, customer focus, management/business innovation, action/results orientation, and strategic/organizational agility are a few of the skills that would describe an ideal candidate for this key position for King County and the Department of Information Technology.

**More detailed information will be available soon in a formal position profile/brochure. Please visit our website again in a few days at: [www.executivesearchneher.com](http://www.executivesearchneher.com) or by calling us at the number listed below.**

**How to Apply:** *Please submit resume/letter of interest as soon as possible to:*

Robert Neher, President  
Lawrence Davenport, Executive Vice President  
Rahn Sibley, Vice President  
Neher & Associates LLC  
3790 Millerton Place, Suite 100  
West Sacramento, CA 95691  
916-443-2421 Phone  
916-443-5949 Fax  
[robertneher@executivesearchneher.com](mailto:robertneher@executivesearchneher.com)

Applications are preferred electronically at: [robertneher@executivesearchneher.com](mailto:robertneher@executivesearchneher.com) Should you have any questions with regard to your own interest, or a recommendation of a colleague, please contact us at the numbers above. The position will be open until filled; however, it is advisable to apply as early as possible. (The County may likely be screening Leading Candidates in late January and early February)

***King County is an employer that embraces diversity. An Equal Opportunity/ADA Employer; female, minority and disabled candidates are encouraged to apply.***