

# City of Oakland, CA Chief Information Officer



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## The Community

The City of Oakland is located on the east side of San Francisco Bay in Alameda County. Bordered by 19 miles of coastline to the west and rolling hills to the east, Oakland enjoys unparalleled vistas of the Bay and the Pacific Ocean. Oakland is a dynamic city with 50 distinct and eclectic neighborhoods, 17 commercial districts, a progressive downtown, and superior cultural and recreational amenities.

With an estimated population of 420,183, Oakland is the eighth largest city in California; it serves as the administrative hub of Alameda County and the center of commerce and international trade for the Bay Area region. Oakland is one of the most diverse cities in the nation, with over 125 languages and dialects spoken.

With a vibrant local economy, Oakland is home to several headquarters of major corporations, including: Clorox, Kaiser Permanente, Pandora, Sungevity, Cost Plus World Market, Dryer's Grand Ice Cream, and Revolution Foods. Many of these corporations are in close proximity to new businesses and a thriving, nationally recognized dining and entertainment scene. The average household income is \$70,000. Of the 157,381 households in Oakland, 21% earn incomes greater than \$100,000 per year.

The City has more than 100 parks (totaling over 2,500 acres), as well as several recreational areas along its perimeter. Lake Merritt, the largest saltwater lake within a U.S. city, borders the downtown area. Its shoreline is a favorite retreat for joggers, office workers and picnickers.

Oakland has a notable reputation throughout the world and is frequently ranked for its impressive accolades: Oakland was named the 5th most desirable place to travel in the world by *The New York Times* in 2012 (between #4 London and #6 Tokyo). The City was named the #2 "Can-Do City in America" by *Newsweek*, the 5th Coolest City in the US by *Forbes*, the 10th Most Walkable City in Nation by Walk Score and the Best Climate in the Nation by *Rand McNally*.

The City is home to the Port of Oakland, which is the fourth busiest maritime port in the U.S. and among the top 25 in the world. During the past five years, Oakland has experienced unparalleled investment and development, with 122 major development projects completed, under review or in process. Oakland International Airport has undergone a \$300 million Terminal Improvement program; the former Oakland Army Base is engaged in a \$400 million revitalization and redevelopment process; and \$115 million of new construction and improvements have recently been completed in Oakland City Center. In addition, Coliseum City, a plan to transform the Oakland-Alameda County Coliseum Complex area, is an opportunity to create an international gateway to Oakland, with hotels connected to Oakland International Airport via the Airport Connector, major retail, other entertainment venues, office buildings and a residential community.

The City is a regional hub for multicultural arts and boasts one of the largest visual and performing arts communities on the West Coast. Oakland is home to two major historic entertainment

venues that anchor Oakland's emerging downtown entertainment district—the Paramount Theatre and Fox Theater.

In addition to its abundant natural beauty, rich history and lively multi-cultural neighborhoods, Oakland is a dynamic hub of innovation and visionary thinkers. Oakland was recently ranked among the top 15 U.S. cities for tech startups. The City of Oakland is fortunate to have creative, civic-minded and tech-savvy residents and community partners, which will be an important strategic asset for the Chief Information Officer.

## City Government and the Department of Information Technology's Chief Information Officer

The City of Oakland is a full-service city and operates as a Mayor-Council form of government. The Mayor is elected to a four-year term, and the Councilmembers serve staggered, four-year terms with no term limits. The Mayor's tenure is limited to two terms. The Mayor appoints the City Administrator, subject to confirmation by the City Council. The City Administrator serves as the Chief Administrative Officer of the City responsible for managing the City's day-to-day operations. The City's total two-year budget for FY 2013-15 is approximately \$2 billion and the General Fund budget is about \$430 million per fiscal year.

The Department of Information Technology is committed to providing timely delivery of strategic, responsive, cost-effective technology solutions and quality services to meet the goals defined by the Administration and Oakland's residents. The Chief Information Officer (CIO) reports to the City Administrator. S/he is responsible for directing and coordinating a comprehensive information technology system to provide high-quality, cost-effective services to all City Departments, and for the day-to-day management and leadership of the Department of Information Technology. This includes developing and monitoring the Department budget and selecting, supervising, training and evaluating Department staff.

The CIO and Department of Information Technology has an assigned staff of 67 and an overall annual operations budget of about \$14 million. The Department is comprised of four main divisions: Administration, Infrastructure Systems, Public Safety Systems, and Enterprise Application Systems. Specific services include: a Help Desk, e-mail systems support, telephone systems, network infrastructure, desktop support, wireless services, systems & apps support, business apps, web & GIS technology, and enterprise application development and support.

The City Council recently approved \$27 million in critical information technology upgrades to address a significant backlog of deferred maintenance and previously unfunded Capital Improvement projects. This appropriation will finance the City's critical path IT investments, including upgrading the City's Oracle system to Release 12, Microsoft Enterprise services and additional Public Safety systems.





This past year, the City of Oakland is proud to have had the prestigious honor of being a 2013 Code for America City, one of 10 cities nationwide. Through a year-long fellowship, Code for America has helped Oakland use technology and innovation to re-engineer how the City manages and tracks public records requests. The result is increased transparency, more efficient internal processes and better public access to public information.

This fellowship is part of a series of recent efforts by the City to engage with citizens through the use of free, third-party apps, social media and open data. Earlier this year, the City of Oakland launched a new open data platform as part of its forward-thinking efforts to use technology and innovative approaches to increase civic engagement and government transparency, improve decision making, and delivery of more efficient and effective services to the public. By opening City data, the City of Oakland hopes to spark innovation and allow for the creation of dozens more free or low-cost customized apps that would create value for citizens and promote civic engagement.

## The Ideal Candidate

Oakland has joined the ranks of forward-thinking government agencies around the country and the world that are seeking to adopt a leaner, more entrepreneurial approach to technology, using it as a tool for urban transformation and delivering re-designed, human-centered services. Like cities such as Boston, Philadelphia and San Francisco, Oakland is driving civic innovation and reinventing government by bringing tools and approaches most commonly found in the start-up and technology sectors to bridge the “digital divide” and transform the government sector.

Oakland is recognized for the dynamic energy of its creative class of abundant innovators in the City who are bringing new ideas and approaches to problem solving. To leverage those assets, the City is seeking a CIO who is visionary, innovative, strategic and entrepreneurial, someone who is adept at fostering a more flexible, collaborative and creative approach to designing and delivering technologies that are simple, customer-centric and easy to use. Oakland’s CIO must have strong, visionary leadership skills and be willing to generate and test new ideas, designs and technologies, and support Information Technology staff in implementing change.

### Education and Experience

A combination of experience and education that would likely provide the required knowledge and abilities includes:

- Bachelor’s degree from an accredited college or university in computer sciences, information systems management, business administration, public administration, user interface design or related field.

- Five years of increasingly responsible administrative, managerial or professional experience in information systems management, telecommunications or network management, including at least two years of supervisory authority. Understanding of or direct experience in the public sector is highly desirable.

### Knowledge, Skills and Abilities

The successful candidate must be an innovative, collaborative leader and strategic thinker with high energy, drive for change and strong technical, management, leadership, communication and interpersonal skills. The ideal person should demonstrate significant expertise in:

- Strategic visioning with an emphasis on goal setting, development and implementation of objectives and procedures and performance measurement and management; continuous quality improvement; program and budget development and implementation; contract administration and evaluation; resource sharing; and major project management.
- In-depth knowledge of and familiarity with leading-edge technology solutions and problem-solving approaches, especially as they relate to the government sector.
- Practices and techniques of information systems management, including application design, systems analysis, data processing and hardware and software options for major administrative/business-oriented applications.
- Experience in/ability to leverage and advance rapidly evolving technologies including open source and lightweight technology solutions, applications and platforms; user interface design and in the integration of mobile technologies including social media and other wireless devices.
- Principles and practices of effective leadership, staff selection, management, training, supervision and performance measurement and improvement.
- Results-oriented focus on innovation and development of approaches and solutions to provide relevant, functional, easily accessible, customer-centric information technology services that meet the business needs of multiple clients utilizing both internal and external resources. Strong understanding and knowledge of applicable regulations, guidelines and standards; ability to evaluate technology needs and modern service delivery options and innovations.
- Excellent verbal and written communication skills. Ability to listen to and understand the needs and concerns of a diverse constituency (internal and external), and aptitude for persuasive and engaging communication.
- Ability to build and maintain productive, cordial relationships with all levels of the City organization as well as external

supply and service partners, cities, counties, community groups, local agencies and the public, and an understanding of social and political issues influencing information systems and communications needs. Comfortable making oral and written presentations to the City Administrator, City Council and representing the City with outside local, regional and national groups and agencies as needed.

### **Management Style and Personal Traits**

- Highly experienced, senior-level Information/Innovation Technology Manager/Executive with strong technical and communications skills who is proactive and facilitative in nature, able to work well with peers and supervisors, and provide effective, energetic leadership and motivation to others.
- Able to analyze complex technical and administrative problems, evaluate alternative solutions, and adopt effective courses of action while paying attention to immediate needs, the bigger picture, and long-term strategies. Problem-solving approach will involve paying keen attention to the business needs of City departments/staff and effectively aligning potential solutions with customer needs and demands. Strong, hands-on operations experience in one or more of the program/service areas similar to those outlined earlier.
- High degree of integrity; and committed to ethical, open and transparent government and quality public services.
- Creative leader and strategic, entrepreneurial thinker who is good at developing consensus with diverse audiences, accountable, politically astute, and able to establish and maintain cooperative and effective working relationships with staff, a variety of representatives of public and private organizations, members of the City Council, and the public.
- Comfortable handling complicated issues, committed to results-oriented solutions, and able to effectively express his/her technical and management opinion. Strong follow-through on projects and programs to ensure appropriateness, accuracy, efficiency, completion, and quality.

### **Opportunities, Issues and Challenges**

As Oakland focuses on innovation in technology and service delivery, some key leadership Information Technology issues, opportunities, and challenges for the Department of Information Services and the CIO include:

- Improve customer service for internal clients, businesses and the community by providing an overall Information Technology (IT) vision and strategic plan that includes re-engineering and re-architecting the City's existing IT environment and associated services.
- Install, maintain and support mission-critical public safety applications and infrastructure. Provide technical resources for business needs analysis, technology acquisition, solution designing, contract negotiations, project management, and support services.

- Assess existing array of technologies, hardware and software used by departments across the City and recommend strategies to leverage those assets for more efficient use. Review and improve aging infrastructure and antiquated technologies.
- Provide a pro-active, stable and highly reliable intra/internet environment that supports and enhances e-commerce, GIS, crime mapping and web-based City services.
- Support and provide leadership in the City's innovation initiatives, including the expansion of the open data platform citywide, enhancing web-based services, leveraging social media tools for better service delivery and customer experience and using technology-based tools to increase civic engagement and promote more efficient, cost-effective service delivery.
- Promote and understand the business needs of City clients to facilitate the accomplishment of common objectives and enhance customer service delivery.
- Strengthen communication and relationships with key suppliers, partners and customers, streamline technology procurement and research and advocate for needed CIP, and support implementations for IT throughout the City.
- Support succession planning, staff development and training for the IT Department.

### **Compensation**

The salary range is \$123,946 to \$185,919 per year, commensurate with experience. Excellent benefits package includes paid vacation, holidays, sick, and management/executive leave; medical, dental, vision, disability and life insurance; an automobile allowance; deferred compensation plan; and CalPERS retirement plan. Details are available upon request.

### **How to Apply**

**The closing date is Sunday November 10th, 2013, or until filled. Interviews will be held in early November.** To apply for this outstanding opportunity, submit a detailed resume and salary history with a letter of interest and contact information to:

Robert Neher, President or  
Rahn Sibley, Vice President

#### **Neher & Associates**

3790 Millerton Place, Suite 100  
West Sacramento, CA 95691  
Telephone: (916) 443-2421  
Facsimile: (916) 443-5949

Applications are preferred electronically at:

[robertneher@executivesearchneher.com](mailto:robertneher@executivesearchneher.com)

Resumes will be reviewed in accordance with the criteria outlined in this brochure and candidates with the most relevant qualifications and experience will be contacted for additional discussion and screening.

***The City of Oakland is an Equal Opportunity Employer.***