



# **THE CITY OF LOS ANGELES**

invites your interest for the  
position of

## **ASSISTANT GENERAL MANAGER (DEPUTY CHIEF INFORMATION OFFICER) INFORMATION TECHNOLOGY AGENCY**



## ***THE COMMUNITY***

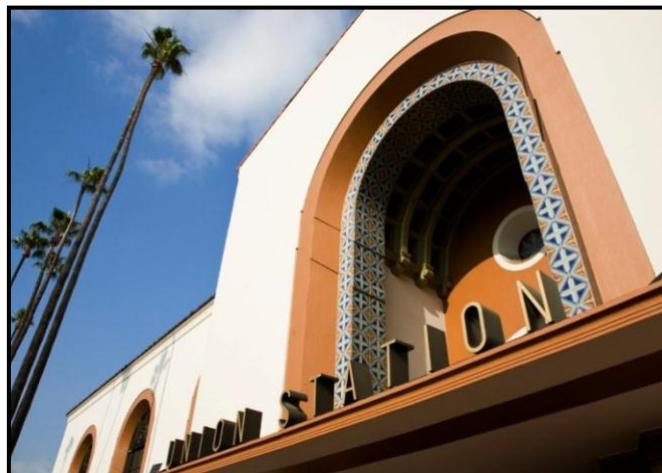
Los Angeles, California is the second largest city in the United States. With a population of approximately 4 million, it covers an area of 469 square miles. It is one of the most diverse cities in the country and is one of the world's centers of business, international trade, entertainment, culture, media, fashion, science, technology, and education. It is home to renowned institutions covering a broad range of professional and cultural fields and is one of the most substantial economic engines within the United States. As the home base of Hollywood, it is known as the "Entertainment Capital of the World," leading the world in the creation of motion pictures, television production and recorded music. The importance of the entertainment business to the City has led many celebrities to call Los Angeles and its surrounding suburbs home.



Founded in 1781, Los Angeles is incorporated as a Charter City governed by a mayor-council system. The Mayor is Eric Garcetti, elected in 2013. There are 15 City Council districts. The City is comprised of 42 departments, bureaus, and offices that support the elected officials and provide a full range of services to the City. Total employment exceeds 50,000 with an annual budget in excess of \$17 billion.

## ***THE INFORMATION TECHNOLOGY AGENCY***

The Information Technology Agency (ITA) is the award-winning, charter-mandated technology department for the City of Los Angeles (ITA.LACity.org). Comprised of 442 IT professionals organized into 18 divisions with an annual operating budget of \$90 million, the ITA is responsible for a broad spectrum of services. Our 18 divisions deliver 366 different technology services to both internal and external customers. These range from classic IT services, such as computer support, enterprise applications, data networks, voice communications, and a 24/7 data center to progressive digital services, such as a TV station (LA Cityview), 3-1-1 Call Center, public safety radio/microwave communications, helicopter avionics, enterprise social media, and more. While implementing and maintaining the City's enterprise IT systems and infrastructure, the ITA also coordinates closely with smaller IT teams across some of the larger City departments. Together, we deliver both innovative and effective Information and Communications Technology for the residents, businesses, and visitors of Los Angeles. So much so, we were recently named the #1 Digital City in America according to the Center for Digital Government, 2016 City in the Cloud winner according to Amazon Web Services, and 2015 Cybersecurity Leadership Award according to Intel Security.



## ***THE ASSISTANT GENERAL MANAGER POSITION (DEPUTY CHIEF INFORMATION OFFICER)***

The ITA has three Assistant General Managers (AGMs), Deputy CIOs, that serve under the direction of the General Manager (City of Los Angeles CIO). The AGMs work closely with their division managers, senior members of other City departments, the City Council and the office of the Mayor. This AGM position leads and manages the Infrastructure Bureau, comprised of four divisions:

- **Data Network Engineering and Operations:** Sections within this Division are Transport Engineering (Citywide Fiber Network, Material Support, Data Integration), Data Network Engineering (Citywide and LAPD), Network Control Center (Data installation, maintenance and construction), and Network and Connectivity Management (Firewalls, proxy services, remote access, domain controllers).



- **Voice Network Engineering and Operations:** Sections within this Division are Voice/Call Center Network Engineering, Telephone Management (Citywide telephone cost accounting and cellular and mobile support), Intrusion Alarms/Command Post/Citywide Voice Support (Voice network installation, maintenance and construction, LAPD/LAFD command post set up and operation, security alarm and camera installation and maintenance), and Citywide Facilities and Systems (Prop Q and F projects for new construction).
- **Communications Services Division:** Sections within this Division are Voice and Radio Transmission (Radio and Microwave repair, maintenance and installation), Dispatch Center and MDT (LAPD/LAFD Mobile Data Radio & Dispatch Center Systems Engineering Mobile Data Transmitter support), Shop Services (Mobile services, maintenance and installation, fabrication, Aviation installation and maintenance), Field Services (Base installation, maintenance and construction, Microwave operation and support, Data transport and Alarm maintenance), and LA RICS Engineering.
- **Enterprise Systems & Operations (Data Center):** Manages the City's 24/7 data center and provides citywide systems infrastructure support for key financial, business, and public safety systems. Includes distributed computing systems, Cloud infrastructure, a mainframe in the process of retirement, enterprise storage, and other data center operations. This includes support for a disaster recovery hot site located in another state.

The main responsibilities of the AGM are to manage the provision of public safety and information technology services including, but not limited to, computing infrastructure and security, voice, data, radio, and video communications on a seven-day a week, 24-hour a day basis. The AGM must plan, organize, coordinate, and direct the activities of the Bureau and apply sound management principles and techniques in building and maintaining an effective workforce. Additionally the AGM will assist the GM in formulating and implementing policies, programs, procedures, and standards for the activities of the ITA, as well as setting and aligning IT vision and strategy with the department's overall objectives and resources.

## ***DESIRED QUALIFICATIONS***

For the Assistant General Manager position, a bachelor's degree from an accredited four-year college or university in information technology, management information systems, business information systems, electrical engineering, communications engineering, computer engineering, or a closely related field is desired. The ideal candidate will have at least five years of significant, full-time paid management responsibility overseeing information technology operations, with an emphasis on project management, communications services, or infrastructure support. Experience with public safety technology systems, cloud computing services, and *disaster recovery and critical business resumption is highly desirable.*

## ***THE 'IDEAL CANDIDATE'***

In addition to meeting the educational and experience requirements listed above, the ideal candidate for the AGM position will:

- Set the mission and vision for the Infrastructure Bureau, in partnership with the CIO;
- Provide leadership, coaching and direction to the Infrastructure Bureau leadership team, professional employees, and field staff;
- Act as a trusted IT infrastructure technical advisor to the CIO and other IT leaders/City executives;
- Maintain currency on new technologies/platforms and provide direction on what technologies should be introduced to meet the needs of our internal and external customers;
- Leverage influence and negotiation skills across City departments and IT staff to enable cost-effective and innovative shared solutions;
- Lead the Infrastructure Bureau as a change agent who assists staff in the transitioning to new infrastructure platforms, while maintaining service levels for existing platforms;
- Champion Infrastructure Bureau involvement in innovation efforts to take advantage of opportunities;
- Serve on internal and external IT policymaking committees; drive the development of enterprise technology standards, governance processes and performance metrics to ensure IT infrastructure delivers value to the City of L.A.
- Negotiate and partner with vendors to deliver cost effective, innovative infrastructure solutions to support City and ITA strategic objectives.



We invite you to learn more about the City's Information Technology Agency by visiting [www.ita.lacity.org](http://www.ita.lacity.org).

## ***SALARY AND BENEFITS***

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The Assistant General Manager salary range is \$138,183–\$196,606. Starting salary within the range for the position will depend on the selected candidate's qualifications. The City also provides the selected candidate with a competitive benefits package including health and dental plans, vacation and sick leave, voluntary deferred compensation plans, life insurance, dependent child/elder care expense reimbursement and pension through the City's Employees' Retirement System.

## ***APPLICATION PROCEDURE***

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Interested applicants should **immediately** submit a resume along with the names and telephone numbers of at least three work-related references, and a letter of interest detailing qualifying experience. Be sure to include the following:

- Position title and employment dates;
- Name of organization;
- Organization structure (narrative statement and organization chart showing the date, size, and scope of activities and functions for which you are/were responsible and the relationships of these activities and functions to other departments/bureaus/divisions within the organization);
- Brief description of your responsibilities and your management experience as described above.

Interested applicants shall submit the above information to:

City of Los Angeles Personnel Department  
Attn: Leonard Torres – Executive Recruitment  
Email: [per.execsearch@lacity.org](mailto:per.execsearch@lacity.org)

(Note: When e-mailing your application material, the subject line should reflect your Name and the Job Title you are applying for.)

Questions may be referred to Leonard Torres at (213) 473-9394 or  
Janell Ishii Hata at (213) 473-9393

### **APPLICATION DEADLINE**

The filing period may close at any time before or after  
**Friday, May 12, 2017, 4 p.m.**, when sufficient applications are received.

Only the most qualified individuals will be invited to participate  
in the next phase of the selection process that will include personal interviews.

\*The filing period may close at any time before or after May 19, 2017. Interested applicants are encouraged to apply as soon as possible. Only the most qualified applicants will be interviewed. The position of Assistant General Manager in the Information Technology Agency is an exempt, at-will management position. The incumbent will not accrue any civil service tenure, contractual employment rights or due process rights. The AGM is appointed by the General Manager and serves at the pleasure of the General Manager.

***The City of Los Angeles is an Equal Opportunity Employer***