ITALA

Information Technology Agency
City of Los Angeles

CITY OF LOS ANGELES
EMPLOYMENT OPPORTUNITY NOTICE

ASSISTANT GENERAL MANAGER

(DEPUTY CHIEF INFORMATION OFFICER)

EXEMPT POSITION*

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 41 operating units and three proprietary departments. Total employment is approximately 60,000 with an annual budget in excess of $17 billion.

THE INFORMATION TECHNOLOGY AGENCY

Under the leadership of Mayor Eric Garcetti, the Information Technology Agency (ITA) works with agencies and departments across the City of Los Angeles to develop world-class IT infrastructure and applications that provide our citizens, businesses, and visitors with the digital services they expect from a leading global city. The ITA recognizes this demand and our unique role as technology leaders in L.A. government. Our efforts to keep Los Angeles at the forefront of government accessibility, reliability, and innovation have been acknowledged. L.A. has been globally recognized among industry leaders in the use of digital technologies to deliver services and publish data for transparency and utility. and the ITA will continue to strive for "Responsive, Responsible, and Excellent Technology" for its citizens into the future.

OUR SERVICES

The Information Technology Agency (ITA) is comprised of 465 IT professionals organized into 19 divisions with an annual operating budget of $105 million. Unlike the "traditional" government IT department, the ITA is responsible for a broad spectrum of services. Our 19 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, 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. The breadth of our services necessitates close management to ensure integration and efficiency between our divisions, while maintaining a clear focus on specific customer groups and their unique needs.

OUR CUSTOMERS

The ITA believes the single most important success factor in IT service delivery is an in-depth understanding of our customers. Depending on the specific ITA service, our customers are: Internal within City government (18 elected officials, 48,000 City employees, 42 City departments), External to City government (4 million L.A. residents, 97,000 L.A. businesses), transitory to the City of Los Angeles (45 million annual tourists), and Targeted Populations (veterans, homeless, domestic violence victims, older Angelenos, universities, etc.)

OUR MISSION

To best serve the City of Los Angeles, the Information Technology Agency (ITA) works to be a best-in-class technology department that demonstrates Responsive, Responsible, and Excellent Information Technology:

Responsive - Delivers business outcomes for every City department by leveraging agile, flexible services that digitally engage citizens and employees

Responsible - Advocates technologies that promote sustainable choices and offers opportunities for a highly skilled, diverse, and representative workforce

Excellent - Achieves excellence in core IT infrastructure, innovation, and cybersecurity to protect the City's digital assets

THE OPPORTUNITY

The award-winning Information Technology Agency (ITA) for the City of Los Angeles is actively seeking an experienced and engaging IT executive to serve as an Assistant General Manager (Deputy Chief Information Officer) for our Customer Engagement Bureau. This highly responsible executive position joins a unified seven-person ITA executive team, managing key customer facing operations and assisting the Chief Information Officer with understanding the needs/wants of 42 City departments, public relations, interactions with our elected officials, and citywide IT initiatives. Through subordinate managers, this executive will be responsible for management of the following award-winning areas:

Technology Support
- Computer, Elected Official, and Google Suite support
- Help Desk (Enterprise Technology Service Center)
- Digital education and training initiatives

Communications & Media
- Web and Media Services section (www.LACity.org and other sites)
- LACityView Channel 35 government access TV station and social media (www.LACityView.org)

Public Services
- 3-1-1 Call Center with award-winning mobile app and web portal
- Cable TV regulatory oversight

Strategic Insight & Support
- Data Team (data analysis and science projects)
- Business analysis team, providing assistance for departmental apps and services

IT Department Duties
- Internal ITA project management (ProjectStat) and metrics initiatives (TechStat)
- Department communications, committees, public relations, and marketing;
- Compliance and license management;
- Department representative for various citywide initiatives;

The Assistant General Manager of our Customer Engagement Bureau is tasked to maintain the effective operations of our various public-facing services (Help Desk, Computer Support, Elected Official Support, TV Station, 3-1-1 Call Center, etc) and provide additional "soft skills" to a highly technical department of 465 dedicated City employees. Working in coordination with our IT Infrastructure Bureau and IT Applications Bureau, the Customer Engagement Bureau becomes a "voice of the customer" to help improve the quality of ITA's services. In addition, this position helps the Chief Information Officer to represent the department in multi-department meetings, citywide initiatives, and interactions with our elected officials.

The Assistant General Manager of the Customer Engagement Bureau is expected to create and foster highly productive work teams within the agency and work across other City departments to ensure IT projects and initiatives are responsive and successfully implemented. The selected individual will be expected to learn how to juggle the complexity and politics of running an award-winning IT organization within the resource constraints of government. Fortunately, if hired, you would be joining an experienced team of successful executives who have been striking the balance of IT service delivery, customer-focus, government procurement/resource constraints, and innovation.

DESIRED QUALIFICATIONS

• **Education**: At least a 4 year degree from an accredited college or university in one or more of the following disciplines: Computer Science, Computer Information Systems, Engineering, Business, Finance, Management, or related field; **and**

• **Experience**: At least five years full-time paid experience in business or government with technology experience, in which at least three are in an upper management or division management capacity.

• **LA City Government Experience**: At least five years full-time paid experience in business or government with technology experience, in which at least three are in a management or supervisory capacity at the level of a City of Los Angeles Chief Management Analyst or Information Systems Manager II or higher.

• **The following specific experience is particularly desired:**

  - Served in an management position in a large or government organization;
  - Demonstrated a strong customer service orientation and presentation skills
  - Experience implementing or supporting IT projects;
  - Extensive experience communicating and collaborating with other agencies or departments or elected officials on IT initiatives;
  - Developed and successfully implemented business and strategic plans; and
  - Demonstrated strong teamwork with your manager colleagues (government IT is a team sport!)

Key Responsibilities and Challenges of the
Customer Engagement Assistant General Manager – Deputy Chief Information Officer

• Oversees the management of the City's "LA CityView" Channel 35 government access cable television and muti-media platform including gavel to gavel coverage of City Council, resident engagement, and content production regarding City services;

• Oversees the management of the City's Web & Media website design and development operations, and the City's Official website - lacity.org, the Department's Internet site - ita.lacity.org and the City's Intranet site - insidela.org;

Key Responsibilities and Challenges of the
Customer Engagement Assistant General Manager – Deputy Chief Information Officer (Cont'd.)

- Provides effective oversight of operations and business needs of the City's 311 Call Center and applications, providing easy access to municipal government services for the residents and businesses of Los Angeles utilizing multiple communications channels including a call center operations, mobile app, web portal, constituent relationship management (CRM) system, social media and website;

- Represents the Department in public relations, social media and marketing endeavors for services the Department provides;

- Represents the Department for various citywide initiatives (diversity, resilience, environmental sustainability, etc).

- Collaborate with and assist elected official offices and 42 departments with business analysis and project management efforts for the effective and efficient execution of technology projects and operations;

- Champion the use of data and data analytics for the betterment of City operations and City services;

- Champion the creative and responsible use of emerging technologies in City operations; collaborates closely with other department technology teams and stakeholders to ensure efficient system solutions with a focus on the customer's journey;

- Provides effective oversight of the City's Enterprise Service Center providing easy access to internal technology services for City department users, including network issues, applications, and digital media;

- Promotes effective technology license management and compliance;

- Promotes citywide digital education and training services;

- Ensures the effective compliance and oversight of cable TV and video services in the City, as well as, digital inclusion assistance where possible;

- Assists the Chief Information Officer in strategic planning and "roadmaps" for the development of citywide technology over the short- and long-term;

  and

- Works with other ITA Bureaus (Applications, Infrastructure and Finance & Admin) to conduct research and develops recommendations on effective citywide technology delivery, work methods, operating policies and procedures, and programs;

- Works with other ITA Bureaus to design, plan, and implement organizational and operational changes within the agency to improve service delivery, functional areas of operation, staffing effectiveness, and succession planning;

- Negotiates complex information system and technology contracts for IT solutions.

SALARY AND BENEFITS

The Assistant General Manager salary range is $145,032 - $217,861. 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.

HOW TO APPLY

Electronic submittals are required. Interested candidates should immediately submit a resume, cover letter of interest, and three work-related references (include name, job title, affiliation, and telephone number) to:

City of Los Angeles Personnel Department
Attn: Leonard Torres – Executive Recruitment
Email: 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 Art Irigoyen at (213) 473-9134

The filing period will close on **Thursday, July 30, 2020 by 4 PM**.

In order to be considered, resumes must include: A description of the size and function of the organizations managed; description of your role in the organization; at least one major professional accomplishment in which you played a key role; and any relevant experiences or unique characteristics which could further qualify you for this position.

* 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 Assistant General Manager is appointed by and serves at the pleasure of the General Manager. The incumbent may be removed, without any finding of cause, by the General Manager. Such removal would not be reviewable or appealable.

The City of Los Angeles is an Equal Opportunity Employer