Santa Clara County, sometimes referred to as “Silicon Valley,” is unique because of its combination of geographic attractiveness and social diversity. With its numerous natural amenities and one of the highest standards of living in the country, it has long been considered one of the best areas in the United States to live and work. The County’s population of 1.92 million is the largest in Northern California, one of the State’s most heterogeneous, rich in ethnic and cultural diversity, and enjoying access to all of the attractions of the San Francisco Bay Area.

The elected Board of Supervisors establishes policies to address issues that affect the day-to-day operation of County government and is responsible for an annual operating and capital improvement budget of more than $9 billion. It adopts ordinances that affect the unincorporated communities and oversees the budget. The County operates under a “charter” form of government, which gives the County more responsibility and authority. Under this charter, the Board appoints a County Executive to administer County Government. Santa Clara County is the 3rd largest employer in Silicon Valley with approximately 22,000 employees. Google and Apple take the #1 & #2 honor, respectively.
The Director of Information Technology will have responsibility to create a technology vision and provide overall leadership for the development and implementation of integrated, department-wide business technology solutions. This executive leadership position will be responsible to analyze trends in technology, assess the impact of emerging technology on the environment, provide solutions to address technology and business issues, manage people and financial resources while ensuring the development of high quality technology solutions to Technology Services and Solutions (TSS) staff across an entire division or multiple departments or manages highly complex work that includes County-wide integration, coordination and decisions resulting in enterprise impact on service delivery and consumption.

The current vacancy is in TSS Infrastructure and Operations (I&O) Division reporting to the Chief IT Operations Officer (COO). The director will be accountable and responsible for the assigned enterprise infrastructure software on premise and in the cloud.

Specifically, this director will lead teams responsible for software platforms, databases, applications, middleware, end user device update and patch management, mode 1 development and infrastructure tools, among others collectively known as “enterprise infrastructure software”. This position will set high expectations, responsive service level agreements, and realistic metrics that will deliver world-class enterprise infrastructure software support on consistent basis. More than keep the lights on, the director shall be the county’s expert in enterprise infrastructure software planning, roadmap development, installation, and operations using industry best practices. As a leader of managers and individual contributors, the director shall be a practitioner of servant leadership, able to coach and mentor others by setting example and being ambitious for the success of others and the county. This position may represent the COO in many capacities, including meetings and conferences with other departments and agencies.

Additionally, management responsibilities include: Initiate and direct transparent service level agreements (SLA’s) with customers that set expectations, measures performance, support a balanced budget and impacts customer satisfaction; Represents the department on County-wide information systems committees and task forces involved in or leaded the development of large-scale automated information systems and Serves as liaison to other County organizations such as the Information Security Office (ISO) and Public Safety & Justice (PSJ).
The Department

The Board of Supervisors created the Office of the CIO in 1996 to integrate the County’s information systems technology planning and management under the guidance and coordination of a CIO.

Technology today is a very complex undertaking requiring diverse collections of resources. One goal of the CIO’s Office is to provide leadership in the collaborative efforts required to ensure a strong, scalable, and adaptable technical foundation to support the various business services the County provides. In addition, the leadership in providing a roadmap to implement new appropriate technology to provide efficiencies, productivity enhancements, and new service offerings to meet public and business service levels.

The CIO manages the Technology Services and Solutions Department (TSS) that performs a countywide function of information and technology systems planning, development, acquisition, implementation, and management. It has thousands of County customers who manage and operate administrative and direct services throughout the organization for the benefit of the 1.9 million residents. Many of these programs in turn interface with, and are an integral part of, State and Federal information and technology systems throughout the governmental structure.

The primary purpose of TSS is to enhance the efficiency, effectiveness and economy of the County through implementation of information systems and technology, which enable their customers to meet their own mandates and responsibilities.

TSS continues to move forward on its SCCgov portal Connect, which represent the completion of the first phase of its Electronic government service. With a redesigned home page for easier navigation and public access, users have the capability to search for information and access online forms with rapid ease. Other major service areas of responsibility for the CIO include: Enterprise IT Business and Information, Application and Service Development, Information Technical Services, Network Infrastructure Services, Customer Support and Server Infrastructure Services, Finance and Administration, and Printing Services.

The Ideal Candidate

We are seeking an innovative leader who possesses strong managerial skills and the demonstrated ability to build consensus. It is crucial that the Director be able to delegate, prioritize, understand and balance the varied business needs of both internal and external customers. Ideally, the Director should be a strategic thinker who is motivated by technology challenges and who is flexible, responsive, and a problem-solver. Lastly, we are looking for a Director who possesses vision and who can coordinate the technological information activities within the County.

The qualified candidate would typically possess considerable education and administrative experience, which would demonstrate a thorough knowledge of technology and the ability to plan, organize and direct the diversified activities and services of a large public information agency. The ability to perform the management responsibilities and possession of the knowledge and abilities associated with this classification would typically be acquired through education and experience equivalent to a Bachelor’s Degree from an accredited college in Computer Science, Information Systems, Public of Business Administration, or other related field and ten (10) to fifteen (15) years recent IT and business work experience in a large, multi-service public or private-sector organization, five (5) years of which must be in a senior level management position.

The complete job description and requirements are posted at:

http://www.sccjobs.org

To review the Information Technology Three Year Plan FY20-22:
COMPENSATION AND BENEFITS

Annual Salary Range: Min: $223,433—Max $271,587

Salary is dependent upon qualifications and cannot exceed the maximum amount listed.

The County provides a generous Executive Management benefit package:

- County participation in California Public Employees’ Retirement System (CalPERS)
- Health Insurance: Kaiser, HealthNet, or Valley Health Plan
- Dental/Vision Insurance: Single and family premiums fully paid
- $200,000 Double Indemnity Term Life Insurance coverage paid by the County
- Annual Leave: 36 days per calendar year—Annual Leave “Cash-Out” Program
- 12 paid holidays per calendar year
- Administrative Leave
- Deferred Compensation (Fidelity 457) available
- Relocation assistance available

Note: For new PERS members, salaries above a limitation imposed by federal law (current limit per IRS is $124,180): (1) neither the County nor the employee will make contributions to PERS on the portion of salary that exceeds the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit. If you were a member prior to January 1, 2013, the limit is $280,000 for 2019. Limits subject to change.

Application Requirements and Filing Deadline

This recruitment will remain opened until filled. You are encouraged to submit your application packet as soon as possible as the filing period may be extended further or close as early as 10 days from issue date if necessary.

All qualified applications will be subject to a preliminary competitive rating to identify those candidates to be invited to the oral interview process.

It is critical for applicants to submit an application, resume, and responses to the supplemental questionnaire.

If you have any questions please contact, Patricia Carrillo, Executive Services at (408) 299-5897

Please apply online at www.sccgov.org

The County’s Core Values

Ethical Conduct ~ Honesty and Integrity ~ Respect for the Individual ~ Fiscal Responsibility

A Good Work Ethic that Demonstrates Individual Responsibility, Accountability and Productivity

A Commitment to Public Service and Diversity and Cultural Awareness

Supplemental Questionnaire

Please answer the following questions and submit your responses with a completed application and resume. This information is REQUIRED, as it will be used to initially determine minimum qualifications.

For those applicants meeting the employment standards, this information will be critical in the subsequent competitive assessment to identify those candidates to be invited to the oral examination.

Resumes will not be accepted in lieu of required supplemental responses

Please limit your responses to 2-3 pages

For each relevant position held, please provide specific information that clearly describes your functional areas of responsibility; the size and type of each organization; your position within each organization; the title of the position to which you report(ed); and the number and level of staff managed.

In addition, you are being asked to provide detailed information regarding your: recent senior level IT management, leadership, and business work experience in a large, multi service public or private-sector organization; leadership style within the last 3 years, including how you coach and mentor other, particularly managers; recent experience where you affected your organization’s IT infrastructure software strategy, design and implementation and, how you hold your team accountable for delivery and customer service.