



the city of
COSTA MESA, CA



invites your interest for the position of

INFORMATION TECHNOLOGY MANAGER

(PROJECT MANAGER)

RECRUITING SERVICES PROVIDED BY

BH
Bob Hill & Associates

“THE CITY OF THE ARTS”

Located just one mile from the Pacific Coast in the heart of Orange County, Costa Mesa is one of California's most eclectic and vibrant cities. Often referred to as “The City of the Arts” and dubbed Orange County's “capital of cool” by the OC Register, Costa Mesa prides itself on its unique mix of traditional and up and coming neighborhoods, preeminent shopping centers, trend-setting eateries, and destinations. With a population of nearly 114,000 and over 40,000 homes, residents enjoy the benefits of beautiful neighborhoods, wonderful schools, ideal weather, and recreational opportunities. Vanguard University and Orange Coast College support a college student population within the community. Seasonal activities and special events help create the small-town feel treasured by Costa Mesa residents. The Scarecrow and Pumpkin Festival, Concerts in the Park, World Class Fair, and Snoopy House are examples of opportunities for family fun and community camaraderie.

Visitors and residents alike appreciate the close proximity to freeways, beaches, major airports, and popular tourist attractions while still enjoying peaceful surroundings. Within its 16.8 square miles, Costa Mesa offers unlimited recreational possibilities, including an iconic skatepark, two pristine golf courses and over 32 neighborhood and community parks. Fairview Park, a 209-acre natural habitat and wetlands, is considered a popular hidden regional jewel and perfect place for leisurely walks, biking, hiking, and jogging along its inviting trails. Costa Mesa also serves as home to some of the finest restaurants anywhere.

South Coast Plaza offers world-class shopping with over 300 luxury stores and award-winning restaurants, and is one of the highest volume of sales producers in the nation. Costa Mesa also serves as host to the iconic Orange County Fair that attracts over a million visitors every year. The Costa Mesa Theater District is home to the Segerstrom Center for the Arts and its four performance halls, studio performance space and education lab, the three-stage South Coast Repertory Theater, the Arts Plaza, the new Orange County Museum of the Arts, and the 1.6-acre Noguchi Sculpture Gardens. In addition, the Costa Mesa Playhouse is a popular venue within the City and is complemented by an array of art galleries.

CITY GOVERNMENT

The City of Costa Mesa is a General Law City operating under a Council/Manager form of government. The City Council consists of six members, elected from Districts, and a Mayor who is elected at large. The City Council appoints the City Manager. Costa Mesa is a full-service city supported by approximately 588 full-time staff. The FY 2023-24 operating budget is approximately \$180.3M and proposed Annual Capital Improvement Program for FY 2023-24 is approximately \$31.1M.

INFORMATION TECHNOLOGY DEPARTMENT

The Information Technology Department delivers services on a city-wide basis to support municipal technology operational needs more effectively. The Information Technology Department is responsible for network administration; software development and installation; maintenance of hardware and software, including upgrades and replacements; database management; wireless phones; and the support and oversight of all technology-related products and services for all departments, including Police and Fire Departments of the City of Costa Mesa.

The Department's daily activities include, but are not limited to, maintenance of all computer systems; ensuring that virus protection software is up-to-date and functioning properly; maintenance of a help desk to help troubleshoot computer related problems; and ensuring that employees are connected and the City websites are working properly and safely. Information Technology is also responsible for the operation, maintenance, deployment, and utilization of all City computers. The department has 22 full-time positions composed of three management, two supervisory, 16 professional, and one clerical position.





THE POSITION

Under administrative direction, plans, organizes, manages, directs, and coordinates the activities of infrastructure, security, data center operation, and applications/application development teams for the Information Technology Department or manages and coordinates the planning, implementation and evaluation phases of the project management process for information technology projects; coordinates requests with other departments; provides highly responsible and complex staff assistance to the Information Technology Director; and performs other work as required.

This is one of two Information Technology Managers. This Information Technology Manager will lead and oversee the City's complex and critical IT projects and focus on project delivery, portfolio and project management, business process redesign and Request for Proposals (RFPs). Position offers an exciting opportunity to influence technological advancements, optimize project management processes, and contribute to overall growth and success of the City.

OPPORTUNITIES & CHALLENGES

The City of Costa Mesa is building and growing its Information Technology Division and the new Manager will have an opportunity to help make many positive changes.

A new strategic plan (ITSP) for the Information Technology Division was adopted by the City Council in 2020. The ITSP Roadmap project identified approximately thirty (30) strategic initiatives spanning management, operational, and technology areas of opportunity. The most acute technology need facing the City is the lack of a contemporary Enterprise Resource Planning (ERP)/ Finance system. The Information Technology Manager will have the opportunity to be heavily involved in this project.

- Implementing phase two of the city-wide desktop replacement program including Office 365 implementation.
- A future initiative is to replace the existing telecommunication system with VOIP technology.
- Replacement of the Mobile Data Computers for the Police and Fire Departments.
- Upgrade the CAD/RMS software being used by the Police and Fire Departments.
- Information Technology will begin the Laserfiche Enterprise Strategy and Implementation. The enterprise Laserfiche system will be expanded from the current Laserfiche application to allow all City departments to utilize and be provided with document inventory, preparation of taxonomy spreadsheets, records management, and improved processes to provide enhanced customer service.
- Greater cooperation with, and training of, users in City departments to not only improve relationships, but also productivity.

QUALIFICATIONS

EDUCATION: Equivalent to graduation from a four-year college or university with major coursework in Computer Science, Information Systems, Information Technology, Business Administration, or a closely related field. A Master's degree is desirable.

EXPERIENCE: Five (5) or more years of progressively responsible experience in information technology project management with a track record of successfully delivering complex IT projects on time and within budget. Prior experience with information technology project management for a public agency is highly desirable.

An equivalent combination of education and relevant experience that provides the desired knowledge, skills and abilities to successfully perform essential functions may also be considered.

IDEAL CANDIDATE

The ideal candidate will possess previous experience leading technology projects, and leading diverse project teams, virtual teams and Information Technology resources from other city departments. The Information Technology Project Manager must be well organized, must have strong communication skills to all levels, including executive leadership, and be confident and comfortable with engaging and collaborating with internal and external stakeholders.

Additionally, the candidate must show a supportive attitude toward change, a willingness to develop new ideas to achieve results, and a desire to be an active change agent in the organization. The ideal candidate will have demonstrated ability to navigate ambiguity, adapt to changing priorities, and work effectively in a fast-paced, dynamic environment.

A Project Management Institute Project Management Professional (PMP) certification is desirable. Experience with PMI-based Project Management, Portfolio Management and Program Management Methodologies and utilizing Project Portfolio Management (PPM) tools to provide oversight and management of all Information Technology projects across an organization is highly preferred.

APPLICATION AND SELECTION PROCESS

FIRST REVIEW DATE | FRIDAY, NOVEMBER 17, 2023

To apply for this exciting career opportunity, please send a compelling cover letter and your detailed resume electronically to:

apply@bobhallandassociates.com

Please contact Bob Hall at (714) 309-9104 should you have any questions regarding this position or the recruitment process.

Application materials will be screened in relation to the criteria described in this brochure. Candidates deemed to be the most highly qualified will be invited to participate in the selection process. The selection process will include phone interviews with the most qualified candidates, panel interviews, and final interviews with the Information Technology Director. Appointment is subject to completion of a thorough background and reference checks, and pre-employment medical exam.

BENEFITS

SALARY RANGE - \$143,052 - \$191,700 Annually

RETIREMENT - Employees contribute 9% of their salary on a pre-tax basis towards the 2% @ 60 or 2% @ 62 retirement benefit formula depending on eligibility.

HEALTH INSURANCE - City pays full contribution toward employee and family medical, dental and long-term disability (LTD) insurance within a flexible benefits plan. The flexible benefit contribution for 2023 is \$2,910 per month. The contribution for 2024 is \$3,275 per month.

LIFE INSURANCE - City provides \$50,000 term life insurance policy. Supplemental life, short-term disability and/or cancer insurance are available.

AD&D INSURANCE - City provides a \$50,000 accidental death and dismemberment insurance policy.

DEFERRED COMPENSATION - In addition to a voluntary 457 deferred compensation plan, the City offers a 401(a) deferred compensation plan through ICMA, with a City match of 0.5%.

EXECUTIVE LEAVE - 40 hours per year; 60 additional hours are available upon approval of the City Manager.

HOLIDAYS - Thirteen (13) paid holidays per year, including sixteen (16) floating holiday hours.

SICK LEAVE - Twelve (12) days per year.

VACATION - Accrued in accordance with tenure ranging from 11.5 days per year (upon hire) to 26.5 days per year.

TECHNOLOGY ALLOWANCE - This position is eligible for a monthly technology allowance of \$75.

PROFESSIONAL DEVELOPMENT - Up to \$1,000 annually for professional development.

