

King County, Washington

Department of Information Technology

Deputy Chief Information Officer

King County Region and Government

The King County/Greater Seattle area is bordered by Puget Sound on the west and the Cascade Mountains on the east, in the State of Washington, 113 miles from the US – Canadian border. Surrounded by mountains and water, protected farmlands and open spaces, the region features picture–perfect views and abundant recreational opportunities year-round. King County residents enjoy natural beauty, world class museums, a vibrant cultural scene, professional sports teams, restaurants and activities that appeal to a wide range of interests.

A few of the major attractions in the area include the Seattle Center and Space Needle; Pike Place Market; the Hiram Chittenden Locks; Woodland Park Zoo; Tillicum Indian Village; Seattle Aquarium; Waterfront, Lakeside and Sound Beaches; Pioneer Square; International District; the Seattle Symphony; Seattle Opera and Pacific Northwest Ballet; numerous art galleries and theatre companies, music, food, film and arts festivals and local wineries and breweries. The region is also home to Mariners baseball (MLB); Seahawks football (NFL); Seattle Sounders soccer (MLS, 2009 US Open Cup Champions); and the WNBA 2004 and 2010 World Champion Seattle Storm (professional women’s basketball). There are also a multitude of outdoor activities including boating, fishing, golf, water sports, hiking, biking, mountain climbing and skiing. The Seattle-King County area attracts more than 9 million overnight visitors annually to the above attractions among others.

The King County/Greater Seattle area also offers world-class medical care and facilities including the University of Washington Schools of Medicine and Public Health and Community Medicine; numerous vibrant biotechnology companies; the Fred Hutchinson Cancer Research Center; and several nonprofit health research and prevention agencies.

There is also an abundance of fine educational opportunities through the public and private school systems, as well as public and private two-year and four-year colleges and universities. A few of the colleges and universities in the area include: Bellevue College, University of Washington - Seattle, Antioch University - Seattle, City University of Seattle, Seattle University, Seattle Pacific University, the Art Institute of Seattle, and many more.

Major business/employers in the region include: Starbucks Corp, The Boeing Co., Microsoft, University of Washington, Paccar, Inc., Providence Health and Services, Amazon.com, Inc., King County and the City of Seattle, Eddie Bauer Holdings, Inc., Savers, Inc., Alaska Air Group, Weyerhaeuser Co., Expedia, Inc. and others.

With 2,307 square miles of water and land, King County ranks 11th in geographical size among Washington State's 39 counties. At just over 1.9 million, the county ranks number one in population in the State, and is the 14th most populous county in the nation as well as the financial, economic and industrial center of the Pacific Northwest region. There are also 39 cities and towns in King County, of which Seattle is the largest with a population of approximately 610,000.

Following a County Council passed motion in 1986 that set forth the historical basis for renaming the County King County in honor of civil rights leader Martin Luther King, Jr., the name change did not become official until much later because only the State can charter counties. The change became official in 2005 when then Governor Christine Gregoire signed Senate Bill 5332 into law.

King County operates under a Home Rule Charter and is organized under the Council-Executive (both elected) form of government. The Metropolitan King County Council is the policy-making legislative body of the county. The County Council's nine members are elected by district and serve on a full-time basis. The County Executive serves as the chief executive officer for the county, leading the departments and about 13,000 employees and a county budget of over \$5 billion. Through sound financial planning, the County Executive oversees the delivery of such services as finance, information technology, human resources, communications, jails, transportation, environmental protection, parks, wastewater treatment, public health, community and human services, records and licensing, etc. Other elected county officials include the Prosecuting Attorney, Sheriff, Assessor, and District and Superior Court Judges.

The King County/Greater Seattle area is a vibrant international community with residents that represent countries from around the world. It is a region that embraces diversity and cherishes the artistic and social traditions of many cultures. The area provides an excellent working and living environment for its residents and their families, and ranks among the 100 highest-income counties in the United States. King County excels in livability with a wide range of housing options, good primary, secondary and advanced educational institutions and health care facilities available to its residents.

The Department of King County Information Technology

Guided by a strategic vision created to provide and enhance needed services over the coming years, King County and the Department of Information Technology uses technology and innovative business practices to keep on the leading edge. The Department of King County Information Technology (KCIT) provides IT services to over 13,000 employees. KCIT has a \$76 million operating budget and a \$20 million project budget and a staff of over 400.

Recently formalized in King County's code, the King County Information Technology Department is determined to take organizational change from multiple, functionally focused organizations (decentralized model) to one world class technology services provider. Providing county-wide information technology solutions tailored to meet the business needs of a diverse list of county agencies, as well as regional services ranging from GIS to Radio Services, this centralized approach will allow for a consistently high quality customer experience, strategic IT resource planning, and a comprehensive approach to IT investments.

KCIT strategies for accomplishing its vision focus on several audiences:

- Customers are the focus of E-government, Customer Service, and Regionalization strategies; aligning with one of KCIT's core principles to be a service focused organization.
- King County employees are an additional focus area which is addressed through collaboration, mobility, and unified communications strategies. Providing enabling technologies is critical to the countywide efforts around process improvement and employee engagement.
- A final area of focus is internal, and targets the new IT organization where KCIT is striving to solidify and strengthen some of its foundational components. Strategies targeting this area include enterprise architecture, cloud computing, technology modernization, and information assurance.

Critical to success in all areas is a commitment by KCIT to successful implementation and continuous process improvement. Recent and ongoing efforts to streamline and improve project execution and oversight as well as operational support will continue to improve KCIT's foundation. Even more important to this foundation is an increased priority and reliance on the workforce. The Department believes that staff is KCIT's most valuable asset and strongly supports the need to empower them by providing appropriate tools, management interaction including clear expectations and direct feedback, and appropriate training on technologies, processes, and soft skills.

By matching KCIT strategies with core values and driving principles of being a service focused organization, being committed to customers and citizens, investing in and empowering staff, and seeking to continually improve processes, KCIT is solidifying its commitment of becoming a world class technology services provider.

For more information about the Department of King County Information Technology, visit:

<http://www.kingcounty.gov/operations/it.aspx>

Deputy Chief Information Officer

The Deputy Chief Information Officer is a member of the senior management team and reports directly to the Department's Chief Information Officer (CIO). KCIT has recently undergone reorganization providing new opportunities in leadership and a more progressive and proactive approach to services. The Deputy Chief Information Officer (DCIO), in pursuit of service excellence, will implement the King County technology strategic plan. She/he will also be accountable for managing partnerships and technology related issues for the operational services side of the business while engaging a dynamic management team and approximately 150 dedicated employees.

Areas of technology include but are not limited to: data center, data storage solutions, enterprise applications, regional services such as network, radio, and the cable office. He/she will administer a \$10 million dollar budget plus the budgets of independent information technology projects annually. The primary goal of this leader will be to make decisions and leverage technology and resources to maintain high customer service levels while implementing strategies and guiding principles that align with the business needs of all King County. She/he will interface with internal management, state/federal and regulatory agencies, as well as County departments and agencies.

In addition to the broad based services mentioned above, other duties/responsibilities include:

- Motivate and empower staff to provide excellence in customer service by creating a climate dedicated to meeting the expectations and requirements of the customer.
- Hire, manage, coach train, discipline and mentor staff directly and through subordinate managers and supervisors. Direct, organize and evaluate staff skills. Allocate staff and resources to meet service demands and workload. Manage and measure the work of the team.
- Prepare, negotiate and present budgets and other funding proposals. Monitor expenditures and ensure operation within budget allocation.
- Create an environment of open communication with customers that allows the DCIO and staff to stay informed from the customer point of view and anticipate customer needs.

- Negotiate, prepare, review and enforce contracts and service level agreements. Report on compliance with service level agreements.
- Provide strategic leadership, focus and direction to King County Information Technology operations as well as cross-functional, departmental or jurisdictional teams as an authoritative representative of Chief Information Officer.
- Serve as liaison to build relationships with other information technology management employees/leaders within the organization and co-share services.
- Deliver presentations to both technical and non-technical audiences that engage and inform based on understanding and appealing to diverse perspectives and needs.
- Serve as a key member of both the Technology Management Board (TMB) and the Business Management Council (BMC.)
- Represent KCIT at meetings or hearings before Boards, Commissions, trials and community groups.
- Perform other duties as assigned.

The DCIO will help the CIO and the Department in achieving a higher quality, more cost-efficient, accessible system, while being innovative and strategic about future directions, roles, and service delivery models.

Issues and Challenges

A few issues, challenges and opportunities for the Deputy CIO include:

- Implement the Strategic Technology Plan employing tactical changes to operations to provide information technology infrastructure support to King County meeting department's business goals.
- Examine enterprise-wide best practices and establishes recommendations of new technology programs, policies, procedures and solutions to decision makers.
- Define measurements and monitor performance to ensure plans and goals are aligned with enterprise-wide strategies, goals and best practices.
- Develop and implement strategies for communications to key stakeholder groups. Educate and inform others.
- Review and resolve the most technically complex operational issues involving policy interpretations or determine appropriate course of action in the absence of applicable policy.
- Additional critical issues facing the new DCIO include: team building; setting disciplines and methodologies within operational services; finalizing services/rates; standardization of tolls/processes (i.e. change management); and staff resource management.

Qualifications

Experience, Knowledge, Skills and Abilities

The successful candidate should have a demonstrated knowledge of management principles, and service delivery including knowledge of current and possible future policies, practices, trends, technology and information affecting the information technology business and organizations as well as community and public relations and evaluation/quality improvement tools and techniques. In addition, this person should have strong experience with project management, strategic planning and implementation, budget development and control, staff management/supervision, and developing/maintaining quality services and partnerships in a complex public or private sector environment.

This person should also have experience/knowledge/skills in:

- Principles and practices of public and business administration.
- Strategic planning, policy development, program management.
- Project management including resource and budget allocations and organizational/time management skills.
- Communicating strategy and vision to team, stakeholders and customers.
- Successfully supervising staff with equal and fair treatment to include; setting performance expectations, providing coaching and feedback, giving performance appraisals, and administering discipline.
- Creating a work climate that motivates and empowers staff to find solutions and problem solve, soliciting input from staff, and removing roadblocks.
- Analyzing problems never seen before and identifying and utilizing resources solving problems.
- Working collaboratively across the organization, analyzing problems never seen before developing and implementing effective solutions in a complex and ever changing environment.
- Establishing and maintaining effective relationships with customers, building trust and rapport, gaining respect.
- Taking quick and timely action while willing (when necessary) to be the only champion for an important idea or position; and making good decisions based on a mixture of analysis, wisdom, experience and judgment.

Management Style and Personal Traits

The successful candidate will be someone who is sensitive to the needs and concerns of a diverse community and can relate well to all kinds of people within an organization. She/he must also view organizational politics as a necessary part of business life and be confident in moving through complex solutions effectively. He/she should be approachable, open to staff, departments and organizations served, able to engage easily in critical thinking to solve complex problems, provide leadership through a shared vision, and be able to quickly read talent and effectively and equitably manage the creative process in staff and others.

The ideal candidate should be comfortable engaging with a wide range of people, including elected and appointed officials, staff, provider, customer and service agencies, and the public. She/he should be a team builder, mentor and leader with strong interpersonal skills and the ability to mobilize staff and colleagues, have excellent verbal and written communication skills, and be an articulate and engaging leader. She/he should also have a good business orientation, be results oriented, pragmatic and credible with a well-earned reputation for sound management and the highest standards of personal and professional ethics and able to present the “unvarnished truth” in an appropriate and helpful manner in line with the core values of King County and KCIT in both good and bad times.

The person should be an active listener who is engaging and collaborative, and sensitive to the needs, feelings, and opinions of others. He/she should also, however, be decisive and able to make tough decisions when necessary and be able to face adversity head on while creating aligned and sustained motion to move the organization forward toward its vision while getting others to also believe, follow, support, and lead as needed.

Compensation

The salary for this position will be dependent upon experience and qualifications. King County offers an excellent fringe benefits package for the employee, spouse/domestic partner and dependents. King County values the balance between work and life outside of work. Please visit their website to learn about King County’s commitment to employee’s health and well being: <http://www.kingcounty.gov/employees/>. The current salary range is \$125,046 to \$158,504 annually. Details are available upon request.

How to Apply

If you are interested in this outstanding opportunity, please submit a detailed resume as soon as possible to:

Robert Neher, President or
Lawrence Davenport, Executive Vice President

Neher & Associates

3790 Millerton Place
Suite 200
West Sacramento, CA 95691
Telephone: (916) 443-2421
Facsimile: (916) 443-5949

Applications are preferred electronically at: robertneher@executivesearchneher.com Should you have any questions with regard to your own interest, or a recommendation of a colleague, please contact us at the numbers above. The position will be open until filled; however, it is advisable to apply as early as possible.

King County is an employer that embraces diversity. An Equal Opportunity/ADA Employer; female, LGBTQ, minority and disabled candidates are encouraged to apply.

Knowledge, Collaboration, Innovation Teamwork