The City of Plano is recruiting an experienced, creative Chief Information Officer (CIO) who is dedicated to public service. The CIO will provide strategic planning and innovative approaches to the City’s information technology operations to continue meeting the progressive standards of the infrastructure, applications, systems, and customer service currently in place. The ideal candidate will be a steady, yet progressive technology professional who will help the City successfully navigate the rapidly changing technology landscape to ensure exceptional service delivery and help the organization achieve its mission and vision. These goals include streamlining business processes, increasing employee productivity, and improving the quality of customer service.
The Community

From its frontier beginnings in the early 1800s, to its current reputation as a “World Class” city, Plano has always been recognized throughout the U.S. for its standards of excellence and quality of life. Plano has grown to a community of 284,070 residents within a 72-square-mile area, situated in both Collin and Denton Counties. Located 20 miles north of downtown Dallas along U.S. Highway 75, Plano has taken advantage of its convenient location, availability of land, and the willingness of its employees to provide a strong base of services to businesses, residents, and visitors alike.

Plano has emerged as one of the best planned, highly educated, premier places to “establish a business” and to “live and raise a family,” according to a number of highly regarded national associations and magazines. Plano is home to numerous large corporations including Toyota, Bank of America Home Loans, Capital One Finance, Hewlett Packard Enterprise, J.C. Penney, Ericsson, JPMorgan Chase, Frito-Lay, MTData, and PepsiCo. Health care is also a high-growth industry in Plano. HCA Medical Center and Presbyterian Hospital have made major expansions to their campuses, joined by Baylor Health Care, Baylor Specialty Heart Hospital, and Children’s Medical Center.

With a growing business community and an outstanding revenue base, Plano enjoys high quality residential and retail growth that includes high-end shopping malls such as the 1.7 million square foot regional mall, The Shops At Willow Bend, and Legacy West, a business and cultural district which includes 415,000 square feet of retail, restaurant, and office space, a 55,000 square-foot food hall, over 1,300 residential units, and a 303-room Renaissance Hotel. The location of a light rail transit stop in Plano’s historic downtown spurred development of almost 700 apartments and townhouses, as well as several new restaurants and businesses - transforming downtown into an urban village.
Families are drawn to Plano by a lifestyle that combines the advantages of a major metropolitan area with the friendliness of a smaller community. A wide variety of cultural and social events are available, ranging from symphonies and operas, museums and professional sports teams, to local festivals such as the exciting Plano Hot Air Balloon Festival and over 20 other fantastic and diverse community events.

Over the years, the City of Plano has repeatedly received national accreditations and recognitions. The City works diligently to ensure best practices are in place, while providing outstanding levels of services to citizens. Among Plano’s nationally accredited departments are Fire-Rescue, Police, Parks & Recreation, Public Safety Communications, Engineering, and Public Works. The Budget & Research department is continually recognized with the Distinguished Budget Award from the Government Finance Officers Association.

The Plano Independent School District (PISD) serves nearly 55,000 students at 72 campuses. Twenty three schools within PISD have been named Blue Ribbon Recipients by the United States Department of Education. Very high percentages of graduating seniors choose to extend their formal training through higher education. In addition to its student accolades, PISD is also recognized for its outstanding, award-winning faculty. Higher education opportunities are abundant in the area. The University of Dallas Graduate School of Management, and two Collin College campuses are located in Plano. Colleges and universities located within 35 miles of Plano include the University of Texas at Dallas, Richland College, Southern Methodist University, University of Dallas, Dallas Baptist University, Texas Woman’s University, and University of North Texas. Plano has a median household income of $88,578 and a median home value of $271,300.
ABOUT THE POSITION

Under the supervision of the Deputy City Manager of Administrative Services, the Chief Information Officer (CIO) plans, organizes and administers a comprehensive information systems program, ensuring that the most current and cost-effective information technology is available for use on a City-wide basis.
RECENT TECHNOLOGY ACCOMPLISHMENTS

In 2017, the City issued $15 million tax notes to support the implementation of large scale technology investments and upgrades. This “NextGen” technology initiative included:

> Installation of approximately 90-mile private fiber network to connect City facilities and systems, increasing bandwidth and speed of service with lower connectivity costs. Expected completion date is August 2020.

> Upgrade of the City’s computers, applications, security and communications systems, including comprehensive computer replacement program totaling more than 2,500 machines.

> Improved Joint Radio System with upgraded equipment and radio tower structures, ensuring reliability of multi-jurisdiction public safety radio system owned and operated by the City of Plano.
CURRENT PRIORITIES

2020 goals will focus on applications and integration to achieve operational efficiencies, including:

> Development and implementation of a five-year Technology Strategic Plan
> Review and update department technology governance process to identify and communicate the organization’s technology priorities
> Actively assess and monitor cybersecurity vulnerabilities and increase security awareness through ongoing training for City employees
> Ensure optimized service delivery to support City operations
> Implement new application for the city’s land management, planning, permitting and inspection system
> Streamline operations by maximizing existing applications
> Identify opportunities to implement Smart City partnerships and initiatives

LEADERSHIP AND INNOVATION

The TS Department has effectively managed the deployment of critical, long-term projects, while keeping pace with increasing user needs. In order to build upon the strategic momentum of the City’s NextGen technology initiatives, an independent TS assessment and development of a five-year Technology Strategic Plan is scheduled to begin in early 2020. The plan will prioritize projects in balance with day-to-day service delivery priorities to support City operations. Sound technology solutions should position the City for the implementation of Smart City partnerships and initiatives.

THE IDEAL CANDIDATE

The City seeks an individual with knowledge of current technology trends, preferably with experience in a municipal or governmental setting, able to propose well-researched options and alternatives to improve business operations. The ideal candidate must have a proven record of analytical reasoning, offering appropriate facts and figures when advocating for a new technology or business practice. The new CIO must have an in-depth understanding of current and emerging technologies and how other localities employ them to drive digital transformation. As well, candidates should have experience with oversight of multiple project types, including large and complex implementations impacting various levels of an organization.

Emotional intelligence, diplomacy and a fit with the organizational culture will be keys to success. The individual should delegate tasks with authority and clarity, focused on continuous performance and customer service improvement. Excellent organizational and time management skills are essential.

The selected individual will have a demonstrated history of consensus building, collaboration and managing large teams. The new CIO should quickly build relationships within the organization and community. A candidate who can adapt easily in an environment of constant change, take an analytical and well-informed approach to problem-solving, strike a balance between demands and the realities of the organization and community, and make the best use of all available resources is strongly desired.
The new CIO will:

> Serve as the City champion in leading efforts toward cost-effective and efficient technology solutions.
> Serve as the catalyst in influencing the direction of ongoing and future technology decisions.
> Be fully engaged in TS operations and contribute technical expertise in key areas.
> Be forward-thinking, able to understand operational goals and objectives.
> Work collaboratively to recommend and implement mutually ideal solutions.
> Be a progressive and strategic leader who combines excellent leadership, management, administration, and relational skills with a creative yet pragmatic vision for technology solutions.
> Possess strong fiscal management skills along with a demonstrated ability to incorporate technology solutions in an environment of budget constraints.
> Be a clear communicator, able to translate highly complex systems and applications into understandable terms for a non-technical audience.

**EDUCATION & EXPERIENCE**

The selected candidate must hold a bachelor’s degree from an accredited college or university in business information systems, computer science, business or public administration, or a related field. A master’s degree and related IT certifications (Certified Information Systems Security Professional CISSP preferred) are highly desirable.

The candidate must have seven years of progressively responsible experience in the administration of information technology systems; three years should include managing and/or directing an Information Technology operation in a technology department of comparable size, staff and scope. Any work-related experience resulting in acceptable proficiency levels above the minimum qualifications is an acceptable substitute for the specified education and experience requirements.

**COMPENSATION AND BENEFITS**

The City of Plano offers a competitive starting salary, depending on qualifications and experience. The City participates in the Texas Municipal Retirement System (TMRS) at a 7% employee deposit rate with a municipal matching ratio of 2:1. Plano’s generous benefits program includes health, dental, vision, and life insurance, paid vacation, and sick leave. Plano does not participate in the Social Security System but offers a 100% funded Retirement Security program in its place. Working conditions within the City are outstanding, and Plano offers its residents a superb quality of life. Residency within city limits is strongly preferred.

**APPLICATION PROCESS**

To be considered, interested candidates should apply by February 24, 2020 with a cover letter and resume to shantee@plano.gov. Top candidates will be invited to take part in a comprehensive interview process, scheduled for the week of March 16, 2020. A supplemental questionnaire may be required with responses to specific questions. The anticipated start date is April 15, 2020. Visit plano.gov for additional information regarding the City of Plano.