

A dynamic and visionary leader that exemplifies our core values of Teamwork, Integrity, Innovation and Professionalism is sought by the City of San Antonio for the position of:

# Assistant Director for Information Technology Services



# ASSISTANT DIRECTOR FOR INFORMATION TECHNOLOGY SERVICES

## **The Position**

The City of San Antonio is seeking an experienced IT professional to oversee the Customer Relations division of the Information & Technology Services Department (ITSD). Additionally, under general administrative direction, is responsible for assisting the Chief Information & Technology Officer in planning, directing, managing, and overseeing the customer relationships for ITSD

**This position will be responsible for overseeing the customer facing areas of the department such as the Help Desk, Service Coordinators, the Receiving and Distribution Center, IT Project and Portfolio Management Office, IT Budgeting and Fiscal, and Governance Process.**

## **The Department**

San Antonio's Information & Technology Services Department is a centralized office that oversees technology direction and oversight for the all of the City's services delivered through its 34 different departments. ITSD is responsible for providing IT services to all City of San Antonio departments on a daily basis through its leadership, vision, and support. ITSD serves over 500 City locations with over 6500 networking devices, 1200 virtual and physical servers, approximately 8,000 personal computers, more than 7,000 IP phones, over 4PB of data storage, and over 1200 database instances. The department also provides wireless services including radios, wireless data terminals, and mobile phones.

The IT department oversees the City's SAP system and staff, GIS, all Public Safety and Court systems, along with all City business systems, and over 80 miles of municipal network fiber. ITSD has 340 employees who deliver all of the technology services necessary to run the City of San Antonio. ITSD oversees a budget of more than \$60 million.

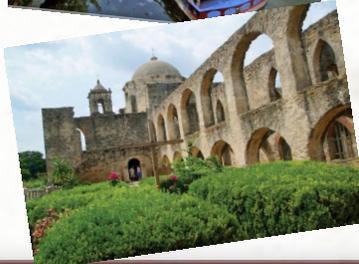
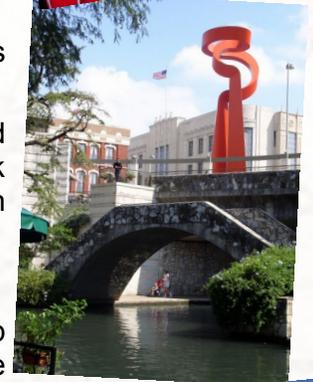
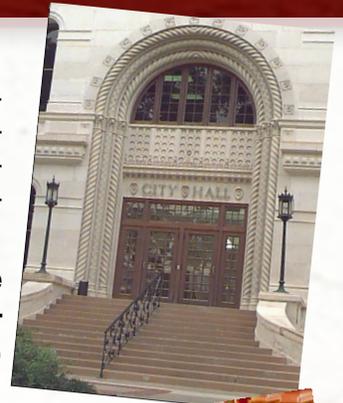
## **ITSD Leadership**

Hugh Miller leads the City's IT department. Hugh has over 30 years of business leadership experience and has been directing the IT department for over 11 years. He has spent time at Priceline.com, the San Antonio Water System, and leading technology in the insurance and financial industries. Hugh has received several business leadership awards throughout his time in San Antonio including Computerworld's Premier 100 IT Leaders for 2008, Innotech IT Leader of the Year 2012, and Business Journal's Tech Titan for Leadership 2015, plus several departmental awards. ITSD's leadership includes Chief Security Officer and assistant directors who oversee Business Applications, Enterprise Infrastructure, and Public Safety in addition to this Customer Relations assistant director.

## **City Leadership**

**Mayor Ivy Taylor** was elected Mayor of San Antonio on June 13, 2015. She had served as the District 2 City Council Representative for a total of five years beginning with her election in June, 2009. She has several years experience working in housing and community development. She has also served as a lecturer at UTSA for six years.

**City Manager Sheryl Sculley** began serving as San Antonio in November 2005. With 40 years in city management, Sculley is the Chief Executive Officer of the municipal corporation of 12,000 employees, an annual budget of \$2.4 billion. Appointed by the Mayor and City Council, Sculley was recruited in 2005 to transform the City administration and improve the community's public infrastructure. During her tenure, she has reorganized departments, streamlined business systems, improved customer service, and elevated the professionalism of local government through the City's Core Values: Teamwork, Integrity, Innovation, and Professionalism.





## ***The Ideal Candidate***

The ideal candidate for the Assistant Director over IT Customer Relations will have qualities and skills in the areas of customer support and relationships, project and portfolio management, fiscal and budgeting, asset management, support call center and end-user technology infrastructure and application support.

This position will be responsible for improving customer experiences, building customer loyalty, building and maintaining customer relationship strategies and training, and learning and engaging with our customers.

The Customer Relations Assistant Director needs to have a deep knowledge of IT project and portfolio management and demonstrate the ability to oversee a team that manages 50-100 simultaneous running projects. The ideal candidate will also need a deep understanding of budgeting and fiscal responsibilities of an IT department. ITSD receives and distributes a large volume of technology products and this candidate needs to have the experience in overseeing assets and a receiving and distribution service.

The City has approximately 12,000 employees of which almost 8,000 are knowledge workers. The ideal candidate will have experience in leading and overseeing a centralized call center and technical support team. The candidate will be expected to have a strategic and creative focused approach to the City, the department, and the jobs responsibilities.

## ***Requirements***

- Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in Computer Science, Information Systems, or a related field.
- Eight (8) years of increasingly responsible professional experience in the field of information systems, including four (4) years of administrative or supervisory responsibility.
- Equivalent combination of experience and education.

## ***The City of San Antonio***

The City of San Antonio's mission is to deliver quality City services and commit to achieve San Antonio's vision of prosperity for our diverse, vibrant, and historic community.

Our approximately 12,000 employees are critical in the delivery of quality services to the residents of the City of San Antonio through services that reside in 34 different departments. Our employees are our most valuable asset, equipped with diverse talents and excellence in customer service, operations, field and technical services, engineering and information systems, business, and finance.

Diverse, internationally connected and globally competitive, San Antonio has a vibrant culture and economy and is consistently ranked among the fastest-growing cities in the United States. America's seventh-largest city offers opportunities in industries ranging from bioscience, financial services, aerospace, cybersecurity, energy and transportation manufacturing to healthcare.

We are "Military City USA," home to crucial military commands supported by a patriotic citizenry. We welcome 31 million visitors annually who inject \$13.4 billion annually into our economy, and UNESCO recently designated the city's Spanish colonial missions as a World Heritage Site. Celebrating its 300th anniversary in 2018, San Antonio is a city with a storied past and an even brighter future.



## Compensation & Benefits

Offered salary will be dependent on the selected candidate's qualifications and education (DOQE). The City also offers an attractive benefits package including:

**Executive Car Allowance** – Executives receive a monthly car allowance of \$500.

**Cell Phone Allowance** – Executives receive a monthly cell phone allowance of \$70.

**Health Care** – The City offers two health care plan options which offers employees a choice of deductible, co-insurance and co-payment levels.

**Retirement** – City of San Antonio employees automatically become members of the Texas Municipal Retirement System on date of employment. Employee contribution is 6%, and the City contributes 2 times employee contribution. Employees become 100% vested after 5 years of service.

**Deferred Compensation** – The City offers two voluntary Section 457 Deferred Compensation programs including a match up to 2% of the annual salary. Deferred Compensation is a supplemental retirement savings program, which allows employees to contribute a portion of their salary before Federal taxes.

**Life Insurance** – Basic term life insurance benefits are provided at no cost to City employees and are equivalent to one (1) times employee's annual salary.

**Holidays** – 13 Holidays

**Leave/Vacation** – City Employees receive Annual and Personal leave; accrual based on seniority.

**Relocation Assistance** – Available.

## To Apply

If you are interested in this outstanding opportunity, please send cover letter, resumé, references and salary requirements to:

**[saexecsearch@sanantonio.gov](mailto:saexecsearch@sanantonio.gov)**

This position is open until filled; however, the first review of resumes will be February 22, 2016.

Following the first review date, resumes will be screened in relation to the criteria outlined in this brochure. Candidates selected for interview will be contacted by the City of San Antonio's Executive Recruiter.

### For additional information please contact:

Joel Jenks, Executive Recruiter  
City of San Antonio  
Human Resources Department  
P.O. Box 839966  
San Antonio, TX 78283  
Phone: (210) 207-5173

*Please note: Under the Texas Public Information Act, information from your resumé may be subject to public disclosure.*

**The City of San Antonio is an Equal Opportunity Employer.**

