



SALARY	\$182,750.00 - \$228,437.00 Annually	LOCATION	Westminster, CO
JOB TYPE	Full-time Benefited, 40 hours/week (1.0 FTE)	JOB NUMBER	23-00210
DEPARTMENT	Information Technology	DIVISION	Information Technology - Administration
OPENING DATE	06/26/2023	CLOSING DATE	7/24/2023 8:30 AM Mountain

POSITION PURPOSE / IMPORTANT APPLICATION INFORMATION

City Equity Statement: *It is a priority for the City of Westminster to welcome diverse, qualified candidates from the broadest base possible. We are interested in finding the best candidate for the job, not just to fit in but to belong. We value life and professional experiences, equivalent combination of knowledge, skill set, and education. Pursuant to city values, the successful candidate will have a passion and commitment to serving a diverse population and must respect and uphold the tenets of justice, equity, diversity, inclusion, and belonging. We encourage you to think broadly about your background and skill set for the role, and urge those with less traditional backgrounds to apply.*

POSITION PURPOSE

The Information Technology (IT) Director is a City leader who serves as a key member of the Executive Leadership Team, translating the City’s strategic plan into action through development of performance measurement, policies, and resource allocation and management. The position directs department activities in fulfillment of the City’s mission, vision and values.

The IT Director is responsible for establishing major departmental policies, planning long-term programs, and making executive-level decisions in alignment with the direction of the organization as defined by City Council and the City Manager. The IT Director works closely with the City Manager and the Deputy City Managers in support of the Mayor and City Council as it relates to the Council/Manager form of government, with a high level of understanding of the roles of the governing body and executive branch. The IT Director functions as an executive leader in the implementation of the City’s strategic plan and goals. The IT Director also serves as a citywide champion of current and future technology-related needs; is a citywide champion of innovation, and drives initiatives in support of citywide service and efficiency goals. An important role of this individual is as a community leader, proactively sharing relevant information, listening to, and sharing feedback from the community with the City Manager and Mayor and City Council as appropriate.

Primary duties involve overseeing all administrative and professional work in planning, organizing and directing the IT Department that consists of the Software Engineering and Systems Management divisions, along with the Cybersecurity and IT Business Operations teams. Responsibilities include determining major departmental policies; planning long-term programs; supporting citywide and department innovation and communication efforts; and making difficult technical and administrative decisions. Work involves responsibility for managing and administering software engineering, system management and information security, including overall planning, coordinating and supervising of these divisions and work groups. Work includes assuring accomplishment of the objectives of the Department through the direct and indirect supervision of all Department personnel. Work will require attending evening City Council meetings and occasional weekend meetings/events.

The IT Director performs work with wide latitude for independent judgment and action, with the City Manager and Deputy City Manager reviewing work and achievement of Department goals through briefings, reports, and success of the

Department's programs and activities.

The full salary range for this position is stated above. Starting wages are negotiable and dependent on the qualifications and experience of each individual candidate. The City offers a bonus of up to \$1,500 per year depending on the employee's fluency in Spanish, Hmong, Laotian and/or American Sign Language (ASL).

[Information Technology Director Brochure](#)

[Applications being accepted by SGR.](#)

ORGANIZATIONAL COMPETENCIES AND CULTURAL VALUES/GENERAL COMPETENCIES

The City's work culture encourages passionate, positive and enthusiastic employees who, along with our City Council and City Manager, are strong supporters of our mission: Westminster's purpose is to provide core services and foster economic resilience to give our community the opportunity to thrive. Westminster is a city of beautiful, safe, well-maintained neighborhoods and destinations with a vibrant, diverse economy, rich and resilient environment and a strong sense of community belonging. Our core values are embodied in our SPIRIT (Service – Pride – Integrity – Responsibility – Innovation – Teamwork).

This position promotes the mission and values of the City by supporting the IT Department goals of providing quality support and services to all City departments, employees and the community. The Department oversees the technology infrastructure of the City, consults on technology for City services, and provides technology services to improve and maintain the productivity of the City workforce. The Department strives to improve customer engagement, enhance communication, and enhance business processes. The Department continuously strives to meet the needs of the community by constantly focusing on customer service; efficient, effective and sustainable utilization of resources; safety; innovation, and teamwork.

Every employee is accountable to:

- Value diversity through strategic recruitment and promotions
- Demonstrate a cultural awareness for differences; display sensitivity and adapt behaviors and communication to accommodate these differences
- Demonstrate a high level of customer service; encourage others to focus on the customer; foster an environment where customer service is a priority
- Communicate with customers to ensure that, where possible, they are satisfied and their needs are being addressed; solicit and evaluate customer feedback
- Act as an ambassador by understanding and fostering the organization's mission, vision and values
- Exhibit pride in self, the Department, the City, and the community; conduct self in a professional manner
- Demonstrate integrity and build trust through credibility, reliability, commitment, loyalty, and ethical behavior
- Address difficult or contentious issues in a constructive manner
- Support and promote change; demonstrate flexibility and take calculated risks when appropriate
- Participate in personal growth opportunities, and attend trainings designed to enhance capacity to bring new skills and ideas to the job and the organization
- Work to continuously improve the efficiency and effectiveness of the service or product being delivered
- Demonstrate support for team efforts by accepting new roles and responsibilities, and helping others achieve objectives

GENERAL COMPETENCIES

Executive-level managers serve at the will of the City Manager, and are accountable to the following:

- Embrace public service to the community and demonstrate a global perspective in decisions
- Communicate and collaborate with City Manager's Office, Executive Leadership Team, and City Management Team members to develop innovative solutions that support and promote a high-performing organization

- Effectively participate on the Executive Leadership Team by demonstrating strategic and systemic problem-solving skills; collaboration and cooperation are expectations required of City leadership
- Support the City's goals and Strategic Plan
- Support and promote diversity, equity, and inclusivity (DEI) goals
- Represent the City and the Department in a professional manner and positive light
- Develop performance measures based on critical operational outcomes in an effort to meet City strategic objectives
- Develop policies, procedures, and best practices that demonstrate exceptional customer service and prudent stewardship of City resources
- Respond to contentious issues in a timely manner that reflects and supports City management philosophy and decisions
- Support and encourage ongoing employee development through City training opportunities, continuing education, and job-specific training
- Model and encourage employees to demonstrate ownership in support of the City by fostering a collegial and supportive work environment
- Provide a picture of the City's vision to departmental employees
- Champion City initiatives within the department
- Help employees understand their part in meeting citywide strategic goals
- Encourage department employees to participate in partnerships and collaborative efforts throughout the organization
- Coach and mentor key management employees in the Department
- Have a comprehensive understanding and knowledge of all elements of the Department's budget
- Develop a Department management team that supports the goals and objective of ongoing learning and employee development

Leadership/Supervisory – Every employee in this position is accountable to:

- Foster a participatory organizational climate that is open, positive, reinforcing, and supportive
- Encourage employees to be accountable for their work and take ownership in what they do
- Demonstrate leadership and courage by making or supporting decisions that reflect the organizational mission and goals even when the decision may be unpopular to some
- Demonstrate collaboration and conflict resolution skills with other departments and employees
- Help employees to see the value of developing their skills, and assist them in eliminating barriers to their development; encourage employees to step outside of their comfort zone to develop their skills
- Provide meaningful, timely employee feedback and appraisals, and effectively address employee performance problems
- Effectively supervise, mentor, and motivate in a team environment
- Develop relationships with colleagues that encourage constructive feedback and new ways to look at projects, policies, and service delivery

Citywide - Every employee in this position is accountable to:

- Establish effective interpersonal relationships through honest, open communication and follow-through on commitments
- Recognize personal strengths and weaknesses, and target areas for personal self-development
- Demonstrate initiative in performing job tasks
- Exhibit problem-solving skills leading to sound judgment and quality decisions
- Achieve goals, handle assigned workload and new assignments effectively; demonstrate an ability to work independently
- Communicate effectively with individuals and groups using clear and concise verbal and written communications
- Model communication, collaboration and team approaches for the department and organization
- Demonstrate accountability for work and take ownership in job performance
- Demonstrate concern for the accuracy and quality of work; take steps to correct mistakes and improve the overall product
- Be effective in providing constructive feedback and even a challenging different viewpoint
- Develop a clear plan to set priorities which support City mission, vision and strategic plan

Job Specific – Every employee in this position must be able to:

- Demonstrate creativity and passion for innovation; develop and facilitate innovative solutions to achieve strategic organizational goals

- Partner with Department Directors to learn about their operations and understand how emerging technologies may play a role in supporting the organization’s vision; partner and implement innovative technological solutions as appropriate
- Develop and foster relationships with leaders from other state, city and county agencies to identify opportunities to support innovation goals through collaborative efforts
- Demonstrate extensive knowledge in the following:
- Demonstrate extensive abilities in the following:
 - establishing objectives and strategies for the IT Department and developing short- and long- range plans to drive success in achieving organizational strategic goals
 - build collaborative relationships and partner with surrounding cities, counties and the federal government on joint technology and network opportunities
 - develop and maintain effective IT supply and demand governance structure
 - evaluate and maintain vendor relations
 - maintain a culture to attract and retain a highly productive and skilled staff
 - serve as advisor to the Executive Leadership Team on technology-related opportunities and strategies to meet organizational objectives
 - review and negotiate technology contracts related to procurement of hardware, software, licenses, maintenance and consulting services
 - oversee the selection and implementation of sustainable technologies to support and streamline internal operations
- Express oneself professionally, clearly and concisely orally and in writing on both administrative and technical subjects
- Establish and maintain effective working relationships with City Council, civic groups, the public, and all City employees
- Make presentations in the community
- Communicate in an effective and professional manner with City Council
- Foster cooperative working relationships among staff and emphasize positive customer relations approaches with residents, vendors/suppliers, and those conducting business with the City
- Coach and hold employees accountable to conduct their work and activities in a manner that embraces the City’s SPIRIT values
- Empower employees by:
 - conducting day-to-day business in an inclusive and participatory manner
 - ensuring respectful, fair, consistent, and equal treatment of all employees, residents, and businesses
 - encouraging open, two-way communication among all employees

JOB SPECIFIC FUNCTIONS

Essential Job Functions, Duties, Responsibilities, and Tasks

1. Executive-level management duties:

- Partners with City Manager’s Office, and other departments and divisions to advocate and promote fulfillment of City’s mission and vision
- Directs departmental personnel and operations in such a manner as to meet City’s strategic plan and goals established by City Council
- Embodies City’s SPIRIT values in all interactions and discussions with residents, employees, vendors, City departments and City employees
- Represents the City and IT Department in a professional manner and positive light
- Develops policies, procedures, and best practices that demonstrate exceptional customer service and prudent stewardship of City resources
- Deals with contentious issues in a timely manner that reflects and supports City management philosophy and decisions
- Collaborates with City Manager’s Office, Executive Leadership Team, and management team members to develop innovative solutions that support and promote a high performing organization

- Models and encourages employees to demonstrate ownership and support of the City by fostering a respectful, collegial and supportive work environment
 - Supports and encourages on-going employee development through citywide training, on-going education, and job-specific training
 - Develops a department management team that supports the goals and objectives of on-going learning and employee development
 - Applies the principles and practices of public administration, financial and personnel management
 - Clearly interprets all applicable laws, ordinances and codes
 - Attends City Council meetings and takes necessary action regarding City Council agenda items
2. Staff management and development duties:
- Demonstrates a long-term perspective through coaching and development of employees to meet succession management goals
 - Supervises personnel and takes necessary actions to ensure proper personnel administration throughout the Department
 - Directs allocation of employees and equipment for maximum effectiveness
 - Provides for a comprehensive program of department-wide training
 - Focuses on organizational development with the continued emphasis on the development of a healthy employee community
 - Keeps informed as to personnel, property, and operations by observation, reports and management input, and acts on such information in order to improve operations
 - Communicates effectively with Department staff, other City employees, the public, members of civic organizations, other agencies and regional partners
3. Administrative and operational management duties, independently or cooperatively with City Leadership, Division Managers and Team:
- Provides day-to-day managerial decisions on problems and issues, ensures cost effective and sustainable operations, and promotes inter-departmental cooperation on common projects and functions within the divisions of the Department
 - Plans, administers, formulates and directs overall operation of the Department
 - Responsible for reviewing and making recommendations to leadership regarding cybersecurity insurance options
 - Prepares reports and work programs
 - Establishes specifications for IT hardware, infrastructure, cyber security and software throughout city facilities; prepares cost estimates, specifications, and plans for purchase of materials
 - Administers and works closely with Facilities Maintenance staff and consulting engineers on designs and specifications and administers the securing of bids and assignment of contracts for major building projects related to information technologies (hardware and infrastructure/telecommunications); supports project program planning, contracting, and construction supervision
4. Directs related administrative activities including: Department budget preparation and execution, purchasing, personnel selection, reports, employee training, and correspondence in administration of projects
5. Directs all divisions' planning activities both short range and long range; prepares and implements comprehensive plans and planning policies
- Reviews plans, technical reports, budget estimates, and proposed ordinances and regulations submitted by division managers
 - Purchases and approves purchase of departmental materials, supplies and equipment

Other Duties and Responsibilities

Attends regular evening City Council meetings and study sessions; may attend evening or weekend community meetings. Incumbent is accountable for all duties of this job, and other projects and responsibilities that may be added at the City Manager's discretion.

POSITION REQUIREMENTS/WORKING CONDITIONS/PRE-EMPLOYMENT REQUIREMENTS

Education, Experience, Skills, Formal Training, Licenses, and Certifications

Required:

- Bachelor's Degree from an accredited university or college with major coursework in Business Administration, Information Technology Management, Computer Science, Computer Information Systems, or a related field
- Must possess a valid driver's license, provide proof of a safe driving record, and maintain a safe driving record for continued employment

Preferred:

- Master's Degree in Business Administration, Management, Computer Information Systems, Computer Science, or a related field
- Minimum six (6) years of senior management and administrative experience in a public sector or military setting, or six (6) years of experience in an executive-level municipal or county management position combined with public sector experience

Any equivalent combination of education, training, and experience, which would provide the required knowledge and skills, may be considered. Candidates with strong, innovative private-sector experience will also be considered

Physical Requirements

Work is sedentary in nature and requires sufficient physical stamina and strength for the following:

- Constant sitting to perform daily tasks; occasional walking through a multilevel facility to retrieve information; frequent standing, sometimes for extended periods
- Frequent squatting, reaching above shoulder, and twisting to file documents and lift supplies and materials; occasional bending, kneeling, climbing, balancing, and reaching below shoulder to store documents, materials, and supplies
- Constant light grasp, fine manipulation, and handling to perform daily duties; occasional firm grasp to safely use equipment
- Frequent lifting, carrying, pushing, and pulling of up to ten (10) pounds to move materials and supplies; occasional lifting, pushing, and pulling of up to 25 pounds with dollies and carts

WORKING CONDITIONS

This is constant indoor and primarily sedentary office work. Must demonstrate the ability to meet the physical demands of the job including the ability to retrieve information from various locations in the office when needed. Exposure to periods of high activity and high stress under demanding conditions. The position requires a great deal of communication with City employees, the public, and outside agencies.

Required Materials and Equipment

General office equipment including personal computers, telephone, copy machine, and calculator.

PRE-EMPLOYMENT REQUIREMENTS

Background checks will include employment references and criminal history, credit check, driver's license record, and education verification

- Pre-employment drug screen
- Must be able to pass the FBI Criminal Justice Information Services (CJIS) background check due to access to sensitive areas
- Must be legally entitled to work in the United States

Agency

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