



# *The City of Long Beach*

*invites your interest  
for the position of*

## **Business Information Services Bureau Manager**



*Photo courtesy of Long Beach Convention & Visitors Bureau*

## The Community

Ideally located on the Pacific Ocean, the City of Long Beach, California (population 462,257) is frequently described as a series of strong, diverse interwoven small communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen Mary and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions (two historic ranchos, three marinas, and five golf courses), serve to draw 6.5 million visitors a year. The City is also home to California State University, Long Beach and Long Beach City College. Cal State Long Beach is the second largest university

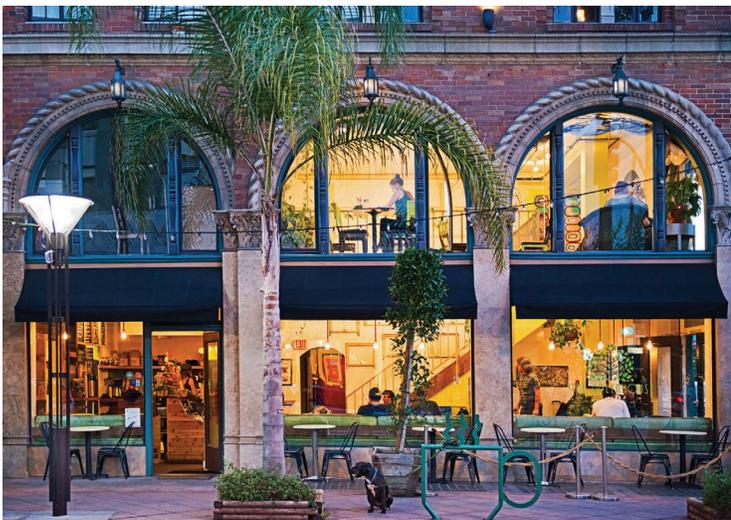
in the state and has consistently ranked among the top best value of public colleges in the nation. Serving the K-12 student population, the Long Beach Unified School District consistently ranks among the top 10 urban school districts in the country. Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade, and professional services. While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its size. Long Beach is the seventh largest city in California, and celebrates its vibrant diversity. The City proudly promotes a healthy and connected community that supports active living where people of all ages enjoy a walkable, bikeable and livable environment. The City has the following ethnic breakdown: 40.8 percent Hispanic, 29.4 percent White, 13.0 percent Black, 12.6 percent Asian, and 4.2 percent all other ethnicities. A superb climate, quality schools, a vibrant downtown, and a wide variety of neighborhoods help make Long Beach one of the most livable communities in the country.



*Photo courtesy of Long Beach Convention & Visitors Bureau*

## City Government and the Department of Technology and Innovation

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district and a Mayor that is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. The Council Members and the Mayor are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager and a City Clerk. The City Manager is responsible for the efficient administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission. Long Beach is a full service City providing all traditional public services. In addition to its traditional services, Long Beach also maintains one of the world's busiest seaports, which serves as a leading gateway for international trade. The City also has its own full-service commercial airport, a Gas & Oil Department, and is one of only three cities in California with its own Health Department. Long Beach is supported by a total FY2016 budget of approximately \$2.7 billion, with the General Fund budget totaling \$427 million. More than 5,800 full and part-time employees support municipal operations with the majority being represented by nine employee associations.



*Photo courtesy of Long Beach Convention & Visitors Bureau*

The Technology and Innovation Department (TI) plans and develops the technology infrastructure for the City and acts as a service agency to all city departments. The Department provides highly centralized information services through its 135 FTEs while operating on a FY 2015-16 annual budget of nearly \$46.5 million. TI is organized into four bureaus: Business Information Services, Infrastructure Services, Customer Services and Administrative Services. The Department also manages LBTv, a production studio that develops custom programming and distributes City multimedia content

via its broadcast TV station and social media platforms. Additional information about the department is available at [www.longbeach.gov/ti](http://www.longbeach.gov/ti).

## **The Position and Ideal Candidate Profile**

The Business Information Services Bureau Manager reports directly to the Chief Information Officer/Director of TI and has an essential role in the overall transformation of the Department. TI is a technologically talented and savvy organization that is incorporating a private-sector philosophy into a municipal environment, challenging staff to be highly innovative and adaptive. This environment requires a leader with a high level of understanding of current trends and future directions in technology, while managing expectations and project timelines. The Business Information Services Bureau includes two divisions with 43 employees – Business Information Services (BIS) and Business Information Technology (BIT). The BIS division is a “functional” division and is responsible for client service, needs assessment, requirements definition, work flow analysis, business process definitions, and project management. The BIT division is a “technical” division and is responsible for systems technical design, programming/analysis, database administration, interface programming, product testing, internal system administration, Office 365 administration and website (internet and intranet) administration. The common theme for all departmental efforts is “service and solutions delivery”.

This position is part of TI’s senior management team which leads and advises Long Beach to effectively respond to a rapidly evolving technology environment. The specific responsibilities and essential priorities for this role include:

- ◆ Plans, organizes and directs the activities of the Business Information Services Bureau including managing allocation of staff and resources, hiring, staff development, and performance management.
- ◆ Plans and manages the implementation of the City’s new Enterprise Resource Planning (ERP) system.
- ◆ Leads the governance of technology business solutions and engages other City departments in the technology governance process.
- ◆ Negotiates and administers numerous technology vendor contracts for goods and services.
- ◆ Ensure the bureau provides outstanding customer service to both internal and external customers.



**Photo courtesy of Long Beach Convention & Visitors Bureau**

relationships with staff, peers, and the executive leadership team and policy makers. The expectation is to effectively navigate and address the myriad of complex organizational considerations with positive energy and a sense of enthusiasm. Industry benchmarking and implementation of best practices are expected in this role along with an ability to effectively manage and communicate the balance between customer expectations and operational capacity.

The position requires a minimum of ten or more years professional level experience in the Information Technology field with at least five of those years at a senior management level with overall responsibility for budgets, personnel administration and project management. A BA/BS degree is required and a Masters degree is highly desirable. The ideal background will include a mix of private and public sector experience at the management level with a focus on IT business applications and project management for significant software development projects.

The City currently has a number of critical projects in various phases of implementation. These projects include the implementation of a new Enterprise Resource Planning system, ongoing upgrades to the City’s new website, utility billing system and permitting system, and implementation of a new Hub to leverage the City’s current GIS system to provide Open Data capability. Internal organizational development priorities include a need to lead cultural and operational changes and to replace outgoing staff and the accompanying loss of “institutional memory”.

The ideal candidate is a strategic thinker that brings high levels of vision and innovation in tandem with the proven ability to operate in a fast paced, fluid and dynamic operational environment. A team oriented and collaborative leadership style will be essential towards establishing positive

## Compensation and Benefits

The salary range for this position is \$140,000 to \$168,000 annually. Placement in the range will depend on qualifications. The City's compensation package also encompasses an attractive benefits package that includes:

- ◆ Retirement – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPPRA, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- ◆ Vacation – Twelve (12) days after one year of service; 15 days after four years, six months of service; 20 days after 19.5 years of service.
- ◆ Executive Leave – Forty (40) hours per year.
- ◆ Sick Leave – One day earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- ◆ Holidays – Nine designated holidays per year, plus four personal holidays to be used at the employee's discretion.
- ◆ Transportation Allowance
- ◆ Health and Dental Insurance – The City offers an HMO and PPO option for health and dental insurance coverage. The City pays major portion of the premium for employee and dependents depending on the health/dental plan selected.
- ◆ Life Insurance – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.
- ◆ Disability – City-paid short-term and long-term disability insurance.
- ◆ Flexible Spending Account – Optional election for employees to reduce taxable income for payment of allowable childcare or medical expenses.
- ◆ Management Physical – Annual City-paid physical examination.
- ◆ Deferred Compensation 457(b) Plan – Optional for employee contribution to a supplementary retirement savings program available through ICMA Retirement Corporation.
- ◆ Technology Allowance – Monthly smart phone stipend.



Additional information about the City's benefit package can be found at [www.longbeach.gov/hr](http://www.longbeach.gov/hr).

## The Process

To be considered for this exceptional and unique career opportunity, please electronically submit your cover letter, resume, current salary and contact information (including email addresses) for five work-related references (who will not be contacted until mutual interest is established and you have approved the contact) to:

Paul Kimura or Cris Piasecki  
Avery Associates  
3½ N. Santa Cruz Ave., Suite A  
Los Gatos, CA 95030  
E-mail: [jobs@averyassoc.net](mailto:jobs@averyassoc.net)

The final filing date for this recruitment is June 10, 2016.



If you have any questions or wish to further explore this opportunity, please contact Paul Kimura at [paulk@averyassoc.net](mailto:paulk@averyassoc.net) or 408.399.4424 or Cris Piasecki @ [crisp@averyassoc.net](mailto:crisp@averyassoc.net) or 408.234.2025.