



# *The City of Long Beach*

*invites your interest  
for the position of*

## **Telecommunications Officer**



**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.



*Photo courtesy of Long Beach Convention & Visitors Bureau*

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.

## 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.



*Photo courtesy of Long Beach Convention & Visitors Bureau*

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 and is one of only three cities in California with its own Health and Gas & Oil Departments. 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.

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 Full Time Equivalents (FTEs) and oversees over 20 technology consultants 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 Telecommunications Officer reports to the Infrastructure Services Bureau Manager, and is part of TI's management team, which leads and advises Long Beach to effectively respond to a rapidly evolving technology environment. It's primary role is managing the design, implementation and ongoing support of production and networking systems, including firewalls, Virtual Private Networks (VPN), Intrusion Detection and Protection Systems (IDS/IPS), routers, switches, load-balancers, the Storage Area Network (SAN), PBX's, monitoring and administration tools, scripting, Customer Response Solutions (Cisco IPCC), Voice Over Internet Protocol (VOIP) and network and security architectures. This Officer manages complex fiber infrastructure, fiber multiplexers, Web Filter, Domain Name Service (DNS), and the wireless networks.

TI is a technologically talented and savvy organization that incorporates a private-sector philosophy into a municipal environment, challenging staff to be highly innovative and adaptive. The environment requires a leader with strong management skills that can manage multiple priorities with competing deadlines while improving processes and procedures to ensure effective network security, evaluation, performance, and capacity. VOIP and PBXs. While overseeing a staff of nine, specific responsibilities for this role include:

- ◆ Plan, organize, and direct the activities and priorities of the Telecommunications Division.
- ◆ Prepare, monitor, and control the Division budget and performance results.
- ◆ Design and implement LAN/WAN architecture, TCP/IP, DNS, DHCP, wireless networks, and network protocols.
- ◆ Create, automate, and maintain WiFi, internet security, firewalls, access controls lists, IDS, IPS, proxy server and web content monitoring servers.
- ◆ Manage the design and oversight of the City's Telecommunications infrastructure including PBX's, monitoring and administration tools, scripting, Customer Response Solutions (Cisco IPCC), and Voice Over Internet Protocol (VOIP).
- ◆ Work with relational databases, including MS SQL, as they relate to report development for call detail and ACD/call center environments.
- ◆ Establish standards related to computer networks including data interchange, software licensing, cabling, and asset management.
- ◆ Analyze information, situations, problems, policies and procedures to define problems accurately, and identify and implement potential solutions systematically.
- ◆ Prepare oral and written reports for senior management, the City Manager's office, and elected officials.



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

The position requires a minimum of five years of increasingly responsible experience in technology management, telecommunications or computer support fields with an emphasis on complex voice and data networks. The position requires excellent oral and written communication skills, strong leadership and interpersonal skills. A Bachelor's degree is required in Computer Science, Information Technology, Public Administration, Business Administration or a related field. A Master's degree is desirable.

## Compensation and Benefits

The salary range for this position is \$101,000 to \$152,000 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 April 17, 2017.



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 at [crisp@averyassoc.net](mailto:crisp@averyassoc.net) or 408.234.2025.