



The City of Long Beach

*invites your interest
for the position of*

Financial and Human Resources Systems Officer



Cover Photos by: Thomas McConville

The City of Long Beach Community

Ideally located on the Pacific coast just south of Los Angeles and adjacent to Orange County, the City of Long Beach, California (population 485,000) is at once a Southern California seaside resort, an urban metropolis with a diverse economy, and a tapestry of small neighborhoods whose international cultures are woven into a tightly knit yet heterogeneous community.

Long Beach enjoys a quintessential Southern California climate that makes its abundance of cultural and recreational options appealing throughout the year. It boasts six miles of beaches and numerous beautiful parks and open spaces, as well as The Long Beach Convention Center, Aquarium of the Pacific, Queen Mary, and the annual IndyCar Toyota Grand Prix of Long Beach. Along with a variety of other attractions that include two historic ranchos, three marinas, and five golf courses, the City's many offerings help to draw 5.5 million visitors every year.



The community's economy is further supported by a wide variety of industries including education, health and social services, manufacturing, retail trade, and professional services, among others. The City is a hotbed for startup activity, education and ingenuity. Also, located within the City are Long Beach City College and California State University, Long Beach, which has repeatedly been named a "Best Value College" in the nation by Kiplinger. Serving the K-12 student population, the Long Beach Unified School District consistently attracts international recognition for increasing student achievement and public education best practices and consistently ranks among the Top 10 urban school districts in the country in a variety of reports and rating systems.

Committed to using technology to help deliver the best possible services, Long Beach has been named among the Top 10 "Digital City" in America for seven consecutive years. The seventh largest city in California and one of the most diverse in the country, Long Beach offers its residents and visitors all the amenities of a large metropolis while maintaining a strong sense of community and cohesiveness throughout a wide variety of unique and desirable neighborhoods. Long Beach is known for being bike-friendly and has been ranked the 10th most walkable city in the nation in both 2016 and 2017.

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, an Energy Resources Department, and is one of only three cities in California with its own Health Department. Long Beach is supported by a total FY 2019 budget of approximately \$3.0 billion, with the General Fund budget totaling \$500 million. More than 6,000 full and part-time employees support municipal operations with the majority being represented by eleven employee associations.

The Technology and Innovation Department (TID) plans and develops the technology infrastructure for the City and provides a centralized resource for technology deployment and support throughout the City. The Department integrates people, processes, and technology to increase the efficiency and effectiveness of City services through the work of its 159 FTEs while operating on a FY 2018-19 annual budget of nearly \$50.1 million. TID has five bureaus: Business Information Services, Infrastructure Services, Enterprise Information Systems, Customer Services, and Business Operations. 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.

The City currently has a number of critical projects in various phases of implementation. These projects include the implementation of a new Tyler Munis Enterprise Resource Planning system, ongoing upgrades to the City's new website, utility billing system and

permitting system, implementation of a new Customer Relationship Management system, and implementation of a Citywide Electronic Document Management system. 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 Position and Ideal Candidate Profile

The Financial and Human Resources (HR) Systems Officer oversees the Financial and Human Resources System Division within the Enterprise Information Services Bureau in the Technology and Innovation (TI) Department. The Division is comprised of 12 full-time budgeted technical and functional positions. As a member of the TI management team, this Officer reports to the Enterprise Services Bureau Manager. The primary focus of this position is to oversee the support of Tyler Munis ERP (Financials and HR/Payroll) in addition to ongoing support of some of the City's enterprise-wide applications. Amongst an innovative and savvy workforce, the Division is responsible for ensuring that the supported applications continue to meet or exceed the needs of the users from an availability, performance, and business operations perspective. The common theme for all enterprise efforts is “service and solutions delivery”; accordingly, a high level of service is essential. This progressive environment requires strong leadership, excellent oral and written communication skills, attention to detail, project ownership, and follow through.

The ideal candidate is a highly motivated self-starter who thrives in a fast-paced work environment. They are team oriented, collaborative, and able to establish positive relationships with the City's leadership team, peers, and staff at all levels, and with varying degrees of technical know-how. This candidate is a multi-tasker with exceptional verbal and written communication skills and with a proven customer service orientation. Creative thinking, a solutions-oriented focus, and the ability to make decisions to drive progress are essential qualities of this candidate.

This position is part of TI's 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 Financial and Human Resources Division's functional and technical teams.
- ◆ Manages human resources, including allocation, prioritization, hiring, staff development, and performance management.
- ◆ Manages system administration including role-based access control (RBAC), work flow, menu access, system configuration, and help desk operations.
- ◆ Documents and triages business and software issues and coordinates the resolution of issues with customers with vendors.
- ◆ Works collaboratively with a large user base to identify, prioritize, and implement business process re-engineering solutions and system modifications to maximize functionality and improve efficiency to meet changing business needs.
- ◆ Coordinates environment management to support client needs.
- ◆ Plans and oversees the implementation of software fixes and upgrades, and associated testing.
- ◆ Develops and expands the use of enterprise query/reporting tools to improve operational decision making.
- ◆ Negotiates and manages vendor contracts.

The position requires a minimum of seven years' professional-level experience in the Information Technology field with at least



three of those years at a supervisory and/or management level with overall responsibility for budgets, personnel administration and project management. Any combination of education, experience and certification equivalent to a Bachelor's degree from an accredited university or college in computer science, information technology, engineering, public administration, business administration or a closely related field is required. A Master's degree is highly desirable. The ideal candidate will have a mix of private and public sector experience at the supervisory/management level with a focus on Tyler Munis, or similar Public Sector Financial and HR/Payroll ERP application, along with project management of significant software implementation projects, and familiarity with best practices in application lifecycle management and the IT Infrastructure Library (ITIL) framework. Certification as a project management professional (PMP) is highly desirable.

Compensation and Benefits

The salary range for this position is \$115,000 - \$145,000 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 PEPR, 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 stipend.



Additional information about the City's benefit package can be found at www.longbeach.gov/hr.

The Process

To pursue this exceptional career opportunity, please visit the Avery Associates Career Portal on our website at www.averyassoc.net/current-searches/ to upload your letter of interest, resume, and contact information, including email addresses for five work-related references (who will not be contacted until after an interview takes place).

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The final filing date for this recruitment is: August 9, 2019.

If you have any questions or wish to further explore this opportunity, please contact Paul Kimura at paulk@averyassoc.net or 408-399-4424 or crisp@averyassoc.net or 408-234-2025.