

# CHIEF INFORMATION OFFICER



**San Francisco Fire  
Department**





# ABOUT SAN FRANCISCO FIRE DEPARTMENT



## Mission

The mission of the San Francisco Fire Department is to protect the lives and property of the people of San Francisco and its visitors from fires, natural disasters, accidents, hazardous materials incidents, and other causes requiring a rapid and skilled response by land or water; serve the needs of its most vulnerable residents through community paramedicine, and save lives and reduce suffering by providing emergency medical services; prevent harm through prevention services and education programs; and to provide a work environment that is free from harassment and discrimination, and values health, wellness, cultural diversity, and equity.

Established in 1866, the San Francisco Fire Department is rich in tradition and history. From the Great Earthquake and Fire of 1906 to the Loma Prieta Earthquake of 1989, the Department has grown to meet the many challenges along the way. Today, the San Francisco Fire Department serves an estimated 1.5 million people, providing fire suppression, fire prevention emergency medical services, and community paramedicine to the residents, visitors, and workers within San Francisco's 49 square miles. The Fire Department's approximately 1,900 employees perform a vast array of emergency and public safety functions, including fire suppression, emergency medical services, community paramedicine, and fire prevention and investigation, as well as supporting those functions across 50 or so locations across the City and County of San Francisco.

To learn more about the Fire Department, click [HERE](#).



## IDEAL CANDIDATE

The ideal candidate will possess a strong technical background and proven management skills. This role requires a leader capable of navigating both high-level management duties and hands-on responsibilities within a fast-paced and evolving environment while continuing SF Fire's dedication to DEI initiatives.

The successful candidate will possess, at minimum, a bachelor's degree in information systems, Computer Science, Information Technology, or an applicable field, a minimum of 5 years of experience in IT project management and database administration, and two years of experience in a leadership role with direct oversight of staff including selection, training, and performance management of personnel. A graduate degree in IT is preferred, but significant experience in public safety or public jurisdiction is highly valued. Technical expertise in data science, Oracle systems, programming, and/or familiarity with tools like PowerBi is essential. The role demands deep knowledge of IT functions, including internal system maintenance, network management, and collaboration with partner agencies to integrate and support outside software such as the City and County of San Francisco's payroll program.

Given the critical nature of this position, the candidate must demonstrate strong skills in relationship building, teamwork, and the ability to provide guidance and support to staff across multiple departments. The ideal candidate should have an analytical mindset and be able to translate data to each person's understanding. The CIO must be able to learn quickly and effectively transfer knowledge to staff to resolve issues and collaborate on changes in a manner that involves all stakeholders. This position requires flexibility and the ability to manage unexpected challenges as they arise.

This role is expected to respond, as needed, after regular business hours, including holidays, weeknights, and weekends for critical matters. The candidate should be ready to represent SF Fire in major projects and collaborations, ensuring a seamless transition and continued excellence in service delivery.



## THE POSITION

The IT Division is an integral part of the San Francisco Fire Department operations, supporting and maintaining information systems, workstations, mobile equipment, and network infrastructure for 50 locations within the Department.

Under the administrative direction of the Deputy Director of Finance and Planning at the Fire Department, the Chief Information Officer (CIO) plans, directs, and coordinates the administration and operations of technology and systems projects for the Department. This position currently performs the function of a standard IT Director, responsible for hardware and software applications as well as all IT support and implementation for the Department. The position supervises thirteen staff across all scopes, including application development, hardware/software support, analytics, and the Fire Department's mobile network infrastructure. However, beyond the standard functions of an IT Director, the CIO is heavily involved in supporting all aspects of the Department, and in many cases, this position's work has a direct impact on front-line operations and the systems that are used by and support front-line emergency workers. This includes activities and responsibilities in the areas of dispatch and communications systems, payroll, data management and reporting, procurement, scheduling, and planning functions.

### Upcoming Projects:

#### Computer Aided Dispatch (CAD) Upgrade

- The CIO will represent the Fire Department during project meetings led by the Department of Emergency Management.
- The CIO will lead the development of multiple interfaces between the new CAD system and existing Fire Applications, provide technical expertise, and support the organizational change management team.

#### Data Analytics

- The CIO will lead the IT department in continuing to update and enhance the Fire Incident Dashboards containing summaries/insights from all incidents/activities that the Fire Department responds on a daily basis, including response times, call volume trends, and geographic/historic distribution of responses.

#### IT Division Organizational Development

- The CIO will evaluate the current structure of the IT Division and identify areas of staff development and infrastructure enhancement. These efforts will be collaborative with a DEI lens to create Deputy CIO positions and ensure the continuity and growth of the Department.



# THE POSITION

## Essential Duties include but are not limited to:

- Oversees and manages the development, integration, and maintenance of new/enhanced cross-functional and complex applications and systems critical to the functioning of all areas of the Fire Department.
- Responsible for the support, maintenance, and operation of the Fire Department's internal Human Resources Management System, which encompasses a wide range of Departmental activities, including scheduling, inventory, reporting, staffing, permitting, records management, training, and other administrative and operational functions.
- Directs the day-to-day information technology activities for the Fire Department in a fast-paced environment, including system operations, support, and administration, desktop administration, and IT Help Desk support services.
- Plans, develops, directs, and manages the technologies (applications, systems, platforms) and resources (city staff, contractors, vendors) to modernize and support Fire Department systems to deliver a highly productive IT environment.
- Works with Fire Department stakeholders and IT staff to prioritize, plan, and execute projects and support current infrastructure while balancing technical enhancements and new feature development.
- Oversees cybersecurity, disaster recovery, and resiliency for the Fire Department's systems, including strategies and priorities for system recovery, conducting risk assessments and audits, developing policies, providing education and training, and ensuring compliance with City policies and procedures.
- Supervises, evaluates, trains, and coaches staff in the performance of their assigned duties within the parameters of departmental and City and County standards, policies, and procedures.
- Manages all Fire Department requests for data (both internal and external), as well as dashboard efforts and public data transparency initiatives, and is responsible for creating/managing a variety of data repositories for the Department.
- Collaborates with IT professionals throughout the City, including the Department of Technology, Digital Services, Permit Center, 311 Center, DataSF, Office of Cybersecurity, and Committee on Information Technology, as well as departmental IT Teams to ensure that the Fire Department implements current best practices as well as stays updated with potential changes.
- Partner with representatives from the San Francisco Police Department, Sheriff's Department, Department of Emergency Management, Controller's Office, and Mayor's Office on a variety of public safety initiatives.
- Manages Fire Department's bi-weekly payroll interface with the City's Controller's Office, including calculations for and adherence to the Fair Labor Standards Act (FLSA).
- Lead Department project manager for a variety of complex public safety system project implementations with other City public safety partners, including the Radio Replacement project as well as the Computer Aided Dispatch (CAD) replacement project.
- Responsible for the development and maintenance of a number of interfaces with other City and external partners, including secure health information as well as payment collections.
- Develop and monitor the Department's dynamic ambulance staffing model, analyzing past behavior for resource analysis going forward.
- Create custom workflows for Department management, both from a logical as well as a technical perspective.



# TOTAL REWARDS

Annual Salary: \$187,070 - 238,810

*\* As part of the Municipal Executives Association (MEA) Miscellaneous, this role will receive a pay increase scheduled for January 4, 2025.*

## Health and Wellness:

- Choice of five Health Plans: Health Net CanopyCare HMO, Kaiser Permanent HMO, and Blue Shield of California Trio HMO, Access+ HMO, and PPO.
- Choice of two Vision Plans: Basic and Premier.
- Choice of three Dental Plans: Delta Dental PPO Plus Premier, DeltaCare USA DHMO, and UnitedHealthcare Dental DHMO.
- Enrollment in SFHSS Employee Assistance Program.
- Flexible credits that can be applied towards both pre-tax health benefits and post-tax benefits.
- Well-Being Programs: Free and low-cost well-being programs, including group exercise, health education webinars, and fitness discounts.

## Financial Wellness

- Group Life Insurance.
- Long-Term Disability Insurance.
- Participation in FSA plans.
- Surrogacy and Adoption reimbursement for eligible employees and retirees up to \$15,000.

## Leave

- Ten days of vacation accrued per year upon one year of service, twelve legal holidays, five floating holidays, and five days of management leave.
- Sick: Thirteen days accrued per year.

For a complete benefit overview, click [HERE](#).







## APPLICATION & SELECTION

To be considered for this exciting career opportunity, submit your resume, cover letter, and a list of six work-related references (two supervisors, two direct reports, and two colleagues). References will not be contacted until the final in-person interview. This position is open until filled, with the first review of resumes occurring on October 12, 2024. Interviews with qualified candidates will be scheduled from this pool, and an appointment may be made, so ensure your application is submitted to CPS HR Consulting by **October 11, 2024, 11:59 pm PST**.

Please go to our website to submit your application: <https://www.cpshr.us/recruitment/2392>



**Rachael Danke**  
Recruiter  
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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultants immediately following the final filing date. Candidates deemed most qualified will be referred to the selection committee. Selected candidates will be invited to participate in further interviews and selection activities. Virtual panel interviews are anticipated to be scheduled for the week of October 28, 2024, with final in-person interviews anticipated to be scheduled for the week of November 5, 2024. A conviction history review with LiveScan fingerprinting will be completed for the chosen candidate following acceptance of a conditional offer. For more information on the City's Conviction History Review process, click [HERE](#).

**The City and County of San Francisco is an Equal Opportunity Employer.**