

San Mateo County Transit District



Executive Officer, Information Technology & Telecommunications

Salary Range: \$164,907 - \$247,361

San Mateo County
TRANSIT DISTRICT



THE SILICON VALLEY COMMUNITY

San Mateo County was formed in April 1856 out of the southern portion of then-San Francisco County with a population of fewer than 5,000 people and little in the way of commerce. Today, more than 764,000 people call San Mateo County home and it stretches the boundary of Silicon Valley northward. Innovation thrives here in industries including bioscience, computer software, green technology, hospitality, financial management, health care, education and transportation. The County prides itself on how that prosperity fosters its commitment to protecting and enhancing the health, safety, welfare, and natural resources of the community.

Within its 455 square miles bordered by the Pacific Ocean to the west and San Francisco Bay to the east, the County is known for its mild climate and scenic vistas. Nearly three quarters of the county is open space and agriculture remains a vital contributor to the economy and culture.

SAN MATEO COUNTY TRANSIT DISTRICT

The San Mateo County Transit District (District) is the administrative body for the principal public transit and transportation programs in San Mateo County and serves nearly 100,000 customers each weekday on its SamTrans buses, Redi-Wheel paratransit vehicles, Caltrain commuter rail cars and shuttles, as well as a robust capital program. The District, which is in the heart of the San Francisco Bay Area, is also the managing agency for the San Mateo County Transportation Authority (TA). Caltrain and the TA have contracted with the District to serve as their managing agency, under the direction of their appointed boards.

The Board of Directors consists of nine members from various leadership positions in the community with the following composition: two members from the county Board of Supervisors; one transportation expert appointed by the Board of Supervisors; three city councilpersons, appointed by the City Selection Committee; and three public members, one of whom must reside on the coastside, appointed by the above six members.

The District employs approximately 850 people, most of whom divide their time between SamTrans, the TA, and Caltrain. While the train engineers don't drive buses, or vice versa, the same administrative employees who pay the bills, answer the telephones in the Customer Service Center, plan new services and programs, hire new employees, and perform all other administrative tasks, spend a portion of their time working for Caltrain and the TA. The District is a legally separate and financially independent entity that is not a component unit of San Mateo County or any other organization.

The Finance Division is responsible for financial accounting and reporting, capital budgeting, operational budgeting, payroll and vendor disbursements, investments and cash management, debt management, revenue control, procurement, risk management, and information technology.



Community Resources

San Mateo County Transit District: www.smctd.com

SamTrans: <https://www.samtrans.com/>

Housing: <https://www.samcar.org/>

Parks: <https://parks.smcgov.org/>

Convention and Visitors Bureau: <https://www.smccvb.com/>

Schools: <https://www.smcoe.org/about/districts-and-schools/school-district-information/>



Mission:

To supply the public with a high-quality, safe and efficient transportation system that should enhance quality of life by increasing access and mobility, reducing congestion, improving the environment and promoting economic vitality.

Vision:

The District is a mobility leader, providing transportation choices and a sustainable future that meets the needs of our diverse communities.



THE POSITION AND IDEAL CANDIDATE

The Executive Officer, Information Technology & Telecommunications reports to the Chief Financial Officer (CFO) and is responsible for comprehensive technology service delivery for the District, and serves as the strategic advisor for department-led technology efforts in a hybrid centralized-decentralized technology support model. The position will oversee the day-to-day operations of the Information Technology Department (ITD) including infrastructure support, desktop support, applications support, telecommunications, and information security. This position will lead the organization in achieving short, mid, and long-term goals for technologies that support the core business of the District. The incumbent will be expected to possess a high degree of business and technical acumen to earn and maintain credibility with both technical and executive staff.

Examples of Essential Functions:

- Serve as the organization's highest-level technology executive
- Partner with department heads to serve as a strategic technical advisor
- Oversee departmental IT activities to ensure adherence to enterprise standards with an emphasis of on-time and on-budget service delivery
- Plan, oversee and direct day-to-day operations of the central IT Department
- Promote a customer-centric culture within the IT Department
- Manage the District's technology investment portfolio
- Develop, manage, and maintain enterprise architecture and application standards for technologies that can be leveraged by the entire organization
- Develop and oversee a comprehensive information security program
- Develop long range strategic planning for technology for use of telecommunications and computer equipment for new construction projects.

- Supervise staff. Hire, mentor, and take appropriate corrective and/or disciplinary action. Ensure EEO policies and procedures are followed. Participate in selection of staff. Coordinate staff training and professional development. Establish performance objectives. Monitor and evaluate employee performance.

Examples of Duties:

- Continuously evaluate emerging technology trends and the potential impact to the District
- Develop, implement, and regularly report on service level agreements (SLAs) with departments for core services
- Develop a strategic plan including budget proposals and resource allocation to support SLAs
- Collaborate with IT department managers to continuously optimize service delivery with consideration for people, process, technology, and total cost of ownership
- Evaluate job performance of staff and ensure professional growth opportunities of staff through on-the-job and other professional development opportunities
- Develop and present technology strategy and major project status updates to executive leadership, the District's Board of Directors, and other key stakeholders as required
- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.

Preferred Qualifications:

- Experience in enterprise-level Microsoft 365/SharePoint and ECM (enterprise content management).
- Ability to lead, understand, and articulate technical concepts with technical and non-technical audiences
- Experience managing an integrated ERP application suite through several lifecycles
- Experience planning and implementing enterprise technology projects

- Knowledge of and experience with cloud technologies and migration of on-premise systems to the cloud
- Experience driving consensus in a decentralized IT environment
- Proven ability to strategically plan short-term and long-term technology investments and articulate measurable outcomes
- Experience in designing and implementing a proactive information security program

Although the individual must have the business acumen to maintain a strategic focus, the candidate must also possess the technical acumen to direct daily operations of the IT Department. This position will have three technical managers who oversee daily operations including helpdesk/desktop support, network and systems administration, and enterprise applications. The ideal candidate must be a very strong collaborator and listener, willing to consider multiple viewpoints to drive consensus. This position will need to possess strong leadership and managerial skills to address organizational change management when implementing new or changing technologies with both employees and technical staff. The incumbent will oversee technical project management within the IT Department and act as a consultant for department-led technology initiatives. This position will be expected to build a customer-centric culture that will modernize the computing environment with an emphasis on sustainable service delivery.

Candidates should enjoy a fast-paced environment with frequent new challenges in a diverse portfolio of technical projects and services. Staff members enjoy a dynamic organization that fosters personal development and professional advancement. The District's core values include integrity, customer focus, respect, quality, teamwork, leadership, and accountability – the successful candidate will champion these values and foster a culture of customer service, both inside and outside of the organization.

EDUCATION & EXPERIENCE

Sufficient education, training, and experience to demonstrate the knowledge and ability to successfully perform the essential functions of the position is required. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor's degree in computer science, management information systems, information technology, or a closely related field
- Eight (8) year's full-time management experience with a progressive increase in scope of responsibility for information technology including in network or server support, or enterprise applications development and support
- Four (4) years' experience in managing IT staff

COMPENSATION & BENEFITS

The annual salary range for this position is \$164,907 - \$247,361. Appointment within the salary range will depend on the qualifications of the successful candidate. In addition, the District offers a generous benefit package. For more information beyond the summary below, visit: <http://www.smctd.com/jobs.html#benefits>

- **Retirement:** Membership in California Public Employees' Retirement System (CalPERS) under the 2% @ 60 formula for classic employees or 2% @ 62 for new employees.
- **Cafeteria Health Plans:** 100% District-paid premiums for Dental, Vision, and Group Life Insurance. Medical plan offerings include selections from Anthem, Blue Shield, HealthNet Smart, Kaiser, PERS Choice PPO, and PERS Select PPO.
- **Paid Time Off:** Up to 26 days of accrued Paid Time Off, seven holidays, and five floating holidays
- **Other Benefits:** Supplemental life insurance, long-term disability, state disability, workers compensation, 457 deferred compensation plan, flexible spending account, tuition reimbursement, employee assistance program, computer loan, and credit union access.

APPLICATION PROCESS & RECRUITMENT SCHEDULE

The initial review of resumes will occur on **Monday, December 7, 2020**. To be considered for this opportunity, please submit a cover letter, resume, and list of six professional references via: <https://secure.cpsr.us/escandidate/JobDetail?ID=1701>



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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant, following which, the most qualified candidates will be referred for interviews with the agency. Thorough reference and background checks will be conducted once mutual interest has been established. Prior authorization from the finalist will be obtained first.