



*The*  
**Minneapolis Information Technology  
Department**  
*invites your interest in the position of*  
**Chief Information Officer**



**Minneapolis Information  
Technology Department**

350 South 5th Street,  
Minneapolis, MN 55415

**Minneapolis**  
City of Lakes



# MINNEAPOLIS IT DEPARTMENT

CHIEF INFORMATION OFFICER



## *The Community*

Minneapolis is the largest city in Minnesota and the heart of cultural and economic activity for the Upper Midwest. The Minneapolis metropolitan area - known as the Twin Cities - is the 15th largest in the country.

Named one of the nation's safest, most fun and most livable cities, Minneapolis was ranked fourth by *Travel & Leisure magazine* in the "Top Cities Overall" category in 2014. Bicycling magazine declared Minneapolis the #1 bike-friendly city in 2010. Minneapolis placed first in the 2015 survey ranking America's Most Literate Cities.

The Twin Cities metropolitan area provides a vast array of



*Stone Arch Bike/Pedestrian Bridge*

entertainment opportunities, including the Mall of America and the Minnesota Wild hockey team. Minneapolis proper is home to the Minnesota Vikings, the Minnesota Twins and the Minnesota Timberwolves.



*Weisman Art Museum*

Boasting more than 30 theatres, two world-class art museums, street festivals, farmers markets and the world renowned Minnesota Orchestra, Minneapolis is the place to visit and live.

Downtown Minneapolis is the core of the city's strong economy. A mecca of skyscrapers, theaters, shopping, dining and historic districts, Downtown also offers some of the nation's finest department stores and shops.



*One of 50+ Farmers Markets*

Two Light Rail Transit (LRT) lines connect to south Minneapolis and Downtown Saint Paul.

The City of Minneapolis, often called the City of Lakes, provides breathtaking natural beauty with its 22 lakes and the Mississippi River winding through the landscape. Its 170 parks and 166 miles of on- and off-street bike paths help to blend the best of urban life with family oriented residential neighborhoods.



*Light Rail Blue Line at City Hall*

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## *Our Workforce*

Over 3500 employees at the City of Minneapolis faithfully serve the residents, businesses and visitors of the city every single day. Some jobs are more visible in the community while some are behind the scenes, but each employee at the City plays a role in keeping Minneapolis a vibrant place that tops many lists. Our employees look for ways to keep Minneapolis at the leading edge, offering services and policies that are more comprehensive and progressive than the vast majority of cities. Our employees are a key reason why Minneapolis is a place where all people have



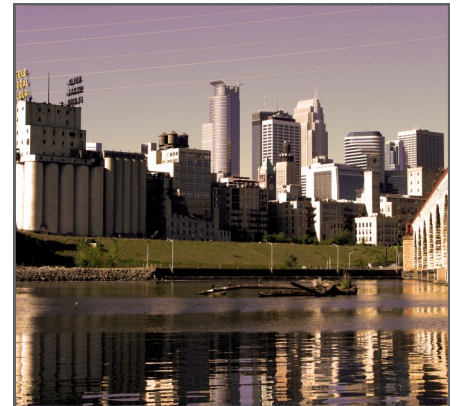
Minneapolis City Hall

an equitable opportunity for success and happiness.

Our purpose— to serve the residents, businesses and visitors of Minneapolis—is at the foundation of everything we do. It shapes our priorities, our

work, and our culture. It drives our employees to look for new ways to serve, creating an innovative and engaged culture.

The employees of the City of Minneapolis are aligned for a singular purpose — to serve our community.



City View/Stone Arch Bridge

## *About the City of Minneapolis*

The City of Minneapolis is the largest city in Minnesota and nationally recognized as a progressive city with a strong economy and a highly engaged and diverse populace. Minneapolis is well positioned for continued growth and prominence.

Our City operates with a Mayor-Council form of government. The Mayor and 13 City Council members from individual wards are elected for concurrent four-year terms.

Learn about what makes Minneapolis great. [www.minneapolis.org/visitor](http://www.minneapolis.org/visitor)

## *The City of Minneapolis Vision*

Minneapolis is an intentionally compassionate city where each of us can reach our full potential while caring for one another, eliminating racial disparities, improving our environment and promoting social well-being. We lead in innovative and creative ways, focused not only on our present needs, but also the success of future generations.

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## *The Information Technology Department*

The Department of Information Technology provides the following enterprise-wide services:

**Decision Support Services** -- utilizes technology to turn the City's data into information and knowledge for better decision making. This program supports enterprise applications for document management, business intelligence, advanced analytics, modeling, simulation, and data visualization. It provides work team support through electronic communications.

**Infrastructure Services** - maintains the City's computers and networks for high availability, reliability and performance. Services include IT architecture, cybersecurity, service desk, deskside support, oversight of managed services and broadband services. Enterprise applications such as email and office applications, telecommunications and network services, and networked copiers are also included in this program.

**Workforce Enablement Services** - leverages technology to increase worker productivity. Services include the project management office, contract administration, IT solution development and engineering services, and portfolio management for enterprise resource planning, public safety, and land management.



### *Mission*

The department's mission is to deliver innovative, high quality, cost effective computing, networking, information management and business apps management services to City departments in support of their business goals and objectives as aligned to the overall City goals as approved by the City Council and Mayor. We strive to be a valued partner in technology by providing innovative solutions to City needs, challenges and opportunities.

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### *Roles and Responsibilities*

The Chief Information Officer defines the vision for the City's Information and Telecommunications Services and provides strategic leadership to implement various infrastructure tools needed to establish IT standards and architecture across the City, including design, development and integration of software, hardware, e-government and enterprise wide applications to City departments.

#### **Major responsibilities include:**

- Provides overall oversight and management of department operations.
- Prepares and presents the annual operating budget.
- Provides leadership for the Strategic Information Systems Plan (SISP) and develops and maintains an investment strategy for technology projects.
- Oversees an ongoing process to measure benefits, value and costs of all technology projects.
- Directs and oversees the development and management of the overall information architecture that defines technology applications, data and information management processes and how each component works together to meet City goals.
- Partners with department heads and aligns information technology with the business needs of the departments in support of the Strategic Plan.
- Oversees the development of enterprise systems for multiple businesses.
- Oversees the development of standards and guidelines for the acquisition, installation and use of computers, local area networks, application systems and communication and telecommunication systems.
- Develops a citywide vision for electronic access to information and government services and oversees the development of strategies for Internet, Intranet and e-government business applications.
- Partners with outside vendors for specific technical services as a critical aspect of the strategy for information management and exercises responsibility to select contractors, determine budget, negotiate contracts and monitor contractor performance.
- Attends public hearings, meetings, and legislative subcommittees as needed to advise on information technology matters.
- Participates on internal and external committees, boards, and task forces as appropriate.

#### **Major Areas of Focus**

- Lead change management initiatives emphasizing process over the tool.
- Collaborate with appointed and elected leaders on issues of enterprise-wide importance.
- Work with department heads to identify and develop opportunities for data integration and process improvements across business units.
- Review outsourced services with the intent of reestablishing internal service delivery in the City's Information Technology Department.
- Participate in the information technology governance process working with others to make technology funding decisions
- Expand communication with stakeholders on strategic technology issues
- Develop the City's ability for employees to work remotely

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### *Desired Leadership Characteristics*

#### *The ideal candidate is:*

A strategic leader with a clear vision of the role technology can play in transforming the delivery of municipal services, achieving efficiencies and contributing to Minneapolis' stature as a world-class city. The Chief Information Officer is accomplished in building and modeling effective working relationships across and beyond the enterprise and recognized for the ability to articulate a compelling vision for the future. With an informed knowledge of technological change, the Chief Information Officer helps others appreciate the opportunities and benefits of using technology in new ways. Elected and appointed officials look to the Chief Information Officer as a reliable resource who listens to their concerns and articulates the assets and vulnerabilities associated with technological change and its short- and long-range financial implications. Recognized as a critical thinker and problem solver, the Chief Information Officer explains complex concepts in understandable terms, helps others adapt to improved business processes, and considers equity as an important factor in all decisions. The Chief Information Officer is familiar with government processes and interactions and makes recommendations confidently, even when challenged. Within the Information Technology Department, the Chief Information Officer cultivates an environment that values relationships, collaboration and customer service.

In addition, the City has adopted the following competencies for all leadership positions:



**Strategic leadership** – ensuring alignment around overall direction priorities, objectives and plans;

**People leadership** – ensuring the division has the talent needed to achieve desired results and reflect the diversity of the community;

**Results leadership** - driving a high level of performance in the division; and

**Stakeholder leadership** - effectively managing relationships with key internal and external stakeholders.

**Cultural Agility** - Demonstrates an awareness of, and sensitivity to, the needs and concerns of individuals from different perspectives, cultures and backgrounds.

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### *Position Announcement*

The Chief Information Officer is appointed by the City Coordinator. The Chief Information Officer manages an annual 2019 internal services fund operating and capital budget of \$36 million and a staff of 92 full-time equivalents. The Chief Information Officer reports to the City Coordinator and serves as a member of the City's Leadership Team. Positions directly supervised by the Chief Information Officer include the Deputy CIO.



#### *Education & Experience*

Bachelor's degree in computer science, business administration, public administration, communications, or a related field, advanced degree preferred.

#### *AND*

Ten years of experience in multiple areas of information technology, including a minimum of five years of senior management experience in the administration of a major technological enterprise with networked systems. Demonstrated experience in strategic planning and execution, aligning technology with business needs, and assessing the cost, benefit and value of technology investments.

#### *OR*

A equivalent amount of education and experience may be considered.

#### *Compensation & Benefits*

The salary range for this position is \$161,976 to \$193,418.

The City of Minneapolis offers generous executive benefits, including medical and dental insurance, life insurance, deferred compensation and retirement, vacation and sick leave.

#### *Qualified candidates should submit a resumé to:*

The position will remain open until filled, however applicants are encouraged to submit a cover letter and resume online at <https://springsted-waters.recruitmenthome.com/postings/2347> by June 24, 2019. For more information contact Sharon Klumpp at [Sharon.Klumpp@bakertilly.com](mailto:Sharon.Klumpp@bakertilly.com) or at 651-223-3053.

The City of Minneapolis is an Equal Opportunity Employer.

