



# Chapel Hill

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# North Carolina



Invites your interest in the position of

## Chief Information Officer





The Town of Chapel Hill is seeking an experienced IT professional to serve as its next **Chief Information Officer (internal title: Director of Technology Solutions)**. This is an exciting opportunity to help advance the technology systems and solutions for the Town of Chapel Hill and is for the executive who has a track record of achievements in the IT field that includes delivering outstanding customer service, proactively assessing and matching organizational needs with technology solutions, managing cyberthreats with a commitment to transparency, and working with end users to feel skilled and competent as new technology is rolled out. The **Director of Technology Solutions** is a highly organized project manager who will prioritize organizing service delivery to ensure quality communication, work-flow and efficiency across departments.

## About the Community:

The Town of Chapel Hill, founded in 1819 and chartered in 1851, was named for the Church of England New Hope Chapel, which once stood atop the hill's crossroads. This thriving, multicultural university town has a population of over 60,000 and frequently appears in national "best place to live" listings and was also recognized as [one of the best towns in the U.S.](#) by the Guardian. As home to the nation's first public institution of higher learning and a lively and successful Tar Heel sports program, Chapel Hill is a picturesque community of 21 square miles filled with trees, historic and mid-century architecture, and a thriving downtown.

A small-town with metropolitan amenities, the Town is a recognized pioneer in education, research, and innovation – a place where ideas are born. Home to brilliant minds, award-winning restaurants, innovative businesses, outstanding public schools, museums, galleries, festivals and athletic events, and a vibrant music and performing arts scene, community members and visitors have an abundance of opportunities in this creative town. Historic homes and modern condos coexist beautifully here, all connected by open spaces and free public transportation.

Town community members, who are passionate about supporting the Tar Heels and showcasing their Carolina Blue, are equally passionate about sustainability and community character. Our community enjoys pedestrian-friendly neighborhoods, greenways and trails, and more than 700 acres of parks and open space. Lovely in springtime with woodland wildflowers, greenways and trails, dazzling gardens with azaleas blooming in multicolor, Chapel Hill clearly has a thing for nature. Its love affair with trees dates to 1889, when cutting down a tree in town was punishable as a misdemeanor and carried a \$20 fine. Popularly referred to as "the southern part of heaven," the town is adopting an additional description that embraces its principles of sustainability – "A Town within a Park."



Located in the beautiful piedmont region of central North Carolina, Chapel Hill sits within a few hours of the coast and the beautiful Blue Ridge Mountains and is less than a 30-minute drive from Research Triangle Park and the RDU International Airport. Our major employers are the University of North Carolina at Chapel Hill, UNC Health Care, Chapel Hill/Carrboro City Schools and Blue Cross/Blue Shield of NC. These thriving institutions help account for a stable employment base that is consistently rated above state and national benchmarks.

We are home to a diverse, welcoming community in which 17% of our residents were born in countries outside the United States. Demographically, the racial composition of the town in the 2020 census was 73% white, 13% Asian, and 10% black. About 7% of the population was Hispanic or Latino of any race. Chapel Hill has a relatively young population with a median age of 25.7 years old. Chapel Hill is considered North Carolina's best-educated municipality, with 77% of adults possessing a bachelor's degree or higher.

## About the Organization:

Operating under a Council-Manager form of government, the Town Manager reports to the Mayor and eight at-large Council members. The Town's values – RESPECT (Responsibility, Equity, Safety, Professionalism, Ethics, Communication, and Teamwork) serve as a compass in accomplishing their mission and objectives. Furthermore, our values are reflected in our behavior and daily decisions. As a result, residents have consistently rated Chapel Hill as "high-performing" in [biennial community surveys](#). Chapel Hill's [strategic focus](#) including Environmental Stewardship, Economic and Financial Stewardship, Affordable Housing, Connected Community, Vibrant and Inclusive Community, Safe Community, and Collaborative & Innovative Organization is guided by the community vision established in the [Chapel Hill 2020 Comprehensive Plan](#) and is incorporated into the organization's [departmental business plans](#). The Town has a [proposed \\$127.7 million budget](#) for FY 22 – 23. More information about the Town can be found [here](#).

## About the Department and the Position:

With a budget of \$2.5 million and a team of 16, the Technology Solutions Department oversees technology planning, operations and cybersecurity for the Town and is passionate about helping the Town make the best possible use of available technology. The Department collaborates with other Town departments and partners in the selection, management and cybersecurity related to on-premises and cloud-based databases and systems. In addition to managing all Town computer, telephone and data network systems, the Department is responsible for the:

- Provisioning of the infrastructure, equipment, software and support for staff, citizens, and other interested parties to use Town information efficiently within a secure environment.
- Oversight of the procurement, operation and maintenance of computer systems, cloud-based systems, networks and telephone services.
- Collaborative responsibility for Internet related information services including the Town's websites, GIS and OpenData.
- Support for Town data services and technology needs.
- Outreach supporting education, civic hacking, public/private technology services and other community endeavors.







With an organizational culture of collaboration and teams, the Director must be a visionary and strategic thinker and will be part of the executive team providing leadership and oversight to carry out the strategic vision of the organization. Reporting directly to one of the Town's two Deputy Town Managers, the **Director** is responsible for oversight of the Town's systems – software, hardware, and servers. Managing capacity and planning for these systems is a critical component of this position. The **Director** will also facilitate the execution and compliance of multi-factor identification and various software systems currently in transition – including project management and record management software. This executive leader must be resourceful in finding or developing innovative solutions to meet workload demands with reduced staff.

## Key Position Priorities:

- Elevate cyber security through the implementation of best practices and utilize metrics to objectively measure department performance against critical departmental goals.
- Evaluate technology needs across the departments and ensure the Town's technology systems support the remote and virtual delivery of services.
- Build cohesion around the Town's strategic IT vision both intra-departmentally and inter-departmentally and systematically implement strategies to align each department with this vision.
- Work in collaboration with Executive leadership to improve staff recruitment and retention and build a robust team of qualified professionals who can strategically meet the needs of the Department while also ensuring staff development and engagement initiatives that support high expectations for service, cross-team collaborations, effective career development and succession planning.

## Qualifications:

A Bachelor's degree and appropriate certifications in information systems, computer science, or related field is required. Candidate's employment history must include well-rounded experience in IT with *a minimum of five or more years* of successful and progressive levels of responsibility culminating in a management position in IT, with a title equivalent to Assistant Director, Director, CIO, etc. Certified Government Chief Information Officer (CGCIO) designation and local government experience is highly preferred but not required.



# The Successful Candidate:

- is a skilled trainer who can educate and equip staff on various software and systems and can create unified team, vision and technology goals for both centralized and decentralized IT staff across the Town;
- has depth and breadth in leading community access to technology through municipal initiatives such as government owned fiber/broadband, public access points to Internet and public/private partnerships;
- is knowledgeable of trends and practices in managing functions and departments dealing with information handling, work flow and systems, multiple hardware platforms, and integrated information and communications systems; fiber as a broadband technology; management and supervisory principles and practices; relevant state and federal laws, department rules, regulations, policies, and procedures related to personnel processes; principles and practices of operating and capital budget development, administration and oversight;
- is adept in collaborating with municipal departments including public safety to identify and find solutions for service and security needs including managing fiber during construction;
- evaluates existing organizational, service and staffing structures and works with the technology team to optimize protocols in order to develop a Town technology strategy;
- can leverage a tight budget to maximize existing resources while creatively leveraging other opportunities to deliver service;
- creates rigorous metrics to regularly evaluate service and outcomes against standards and goals;
- balances security of personal and organizational data with innovation, allowing the Town to be maximally effective and efficient while continuing to be a frontrunner in municipal information technology;
- a principled leader who values accountability while holding realistic and fair expectations of self and others to include creating specific and measurable performance standards and metrics; and;
- an effective listener who seeks input from relevant parties, realistically assesses plans and consistently communicates.



## Employee Offered Benefits

- Health Insurance
- Dental Insurance
- Retirement Health Savings Plan
- Paid Time Off (Vacation, Sick, Holidays, Funeral Leave, Parental Leave)
- Local Government Retirement System
- Supplemental Retirement Plans (5% contribution to NC 401K and Optional 457 Deferred Compensation Plan).
- Disability Insurance (Short Term, Long Term, Optional Voluntary Short Term)
- Life Insurance
- Employee Assistance Program
- Direct Deposit
- Credit Union
- Free Parking
- Annual longevity payment after year 5
- Tuition Assistance

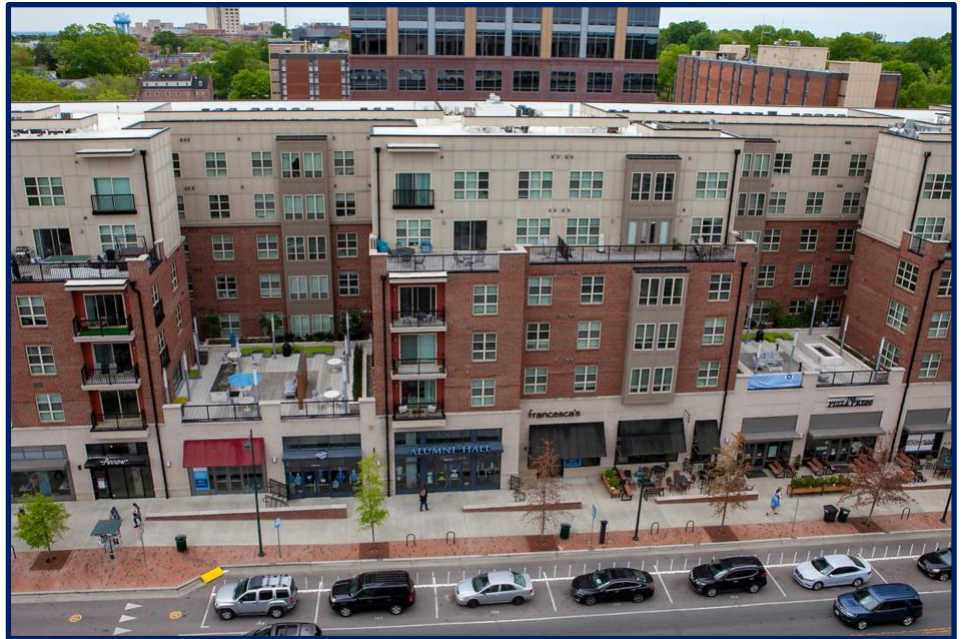


## Salary and Benefits:

The hiring range for the position is \$126,267 to \$164,331 depending on qualifications and experience. The Town's excellent benefits package can be viewed [here](#).

**To apply**, please visit

<https://www.governmentjobs.com/careers/developmentalassociates> and click on the **Chief Information Officer – Town of Chapel Hill, NC** title. To learn more about the selection process, visit <https://developmentalassociates.com/client-openings/>, select “Client Openings” and scroll down to “Important Information for Applicants.” All applications must be submitted online via the Developmental Associates application portal – NOT the Town Employment Application portal, nor any other external website; it is not sufficient to send only a resume. Resumes and cover letters as well as unofficial transcripts must be uploaded with the application. Applicants must apply by June 25<sup>th</sup>, 2022. Successful semi-finalists will be invited to participate in virtual interviews and skill evaluation on July 25<sup>th</sup> – 26<sup>th</sup>, 2022. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate. All inquiries should be emailed to [hiring@developmentalassociates.com](mailto:hiring@developmentalassociates.com). The Town of Chapel Hill is an Equal Opportunity Employer.



The recruitment and selection process is being managed by Developmental Associates, LLC.

