



CITY OF DENTON

**CHIEF TECHNOLOGY OFFICER**





## THE OPPORTUNITY

The City of Denton, TX is conducting a national search for a strategic and experienced information technology leader to serve as its next Chief Technology Officer. The selected candidate will enjoy working for a progressive local government located in one of the most economically prosperous areas in the nation. The City of Denton also offers a tremendous quality of life in addition to compelling professional challenges.

## ABOUT DENTON, TEXAS

The City of Denton is a unique community, blending its historic past with a dynamic and high growth environment, coupled with a diversity to give it economic viability and strength. Founded in 1857, Denton has grown from a small frontier town to a burgeoning suburbanized area with an estimated population of 147,825. Denton is the county seat of, and a major city in, Denton County. The City's historic downtown is the heart of Denton; the square and surrounding streets are vibrant and busy both day and night as a gathering place for commerce, civic events, and entertainment.

Located at the northern tip of a high growth area known as "The Golden Triangle" (formed by the cities of Denton, Fort Worth, and Dallas), the City is a dynamic community whose rapid growth has affected its infrastructure as well as its culture. Denton is approximately 95 square miles in territory and strategically positioned approximately 37 miles northwest of Dallas and 35 miles northeast of Fort Worth. Located on the Interstate 35 corridor at the intersection of I-35E and I-35W, Denton is approximately 25 miles from DFW International Airport and 20 miles north of Alliance Airport.

Since the nineteenth century, Denton has been a major higher education center. The City is home to two state universities – the University of North Texas and Texas Woman's University, with a combined enrollment in excess of 50,000 students. The City is also served by the North Central Texas College, the oldest two-year public college in Texas. The award-winning Denton Independent School District also serves more than 27,000 students within a 180 square-mile district.

While the amenities of the major metropolitan settings in Dallas and Fort Worth are only minutes away, a variety of performing arts, cultural, and entertainment opportunities are also found within the community. The City and its surrounding area offer theater, symphony orchestras, museums, intercollegiate athletics, and other cultural and recreational opportunities. Denton also has 50 parks and over 4,995 acres of open space, plus 11 recreational facilities. Golf courses and nearby lakes offer superior outdoor recreation.



## CITY OF DENTON GOVERNMENT

The City of Denton operates under the Council-Manager form of government. The Mayor and six Councilmembers are elected for two-year terms; four members are elected by District and the two remaining seats plus the Mayor are elected at-large. The City Manager is appointed by the Council and serves as the Chief Executive Officer for the City, ensuring that the policies of the Council are implemented, and that the entire community is being served. The City Manager prepares the budget for the Council's consideration; recruits, hires, and supervises the local government staff; and serves as the Council's chief advisor.

The City has a FY 2019-2020 overall operating and capital budget of \$1.19 billion and has funding for 1,667 FTEs. Functioning as a full-service municipality, Denton operates several major enterprise operations including Airport, Electric,

Water, Wastewater, Solid Waste, and Drainage, in addition to standard municipal governmental services. The City of Denton prides itself on citizen engagement, innovation, and efficient use of municipal resources.

## CITY OF DENTON VALUES

### *Transparency*

- » We interact with others honestly as well as collecting and sharing clear and concise information.

### *Integrity*

- » We ensure that with every decision we make, our actions match our values.

### *Fiscal Responsibility*

- » We ensure that people can trust that we use public funds conscientiously, with the community's best interests in mind.

### *Outstanding Customer Service*

- » We employ a holistic approach to problem solving and provide responsive service that goes above and beyond expectations.

To learn more about the City of Denton, visit the City's website at [www.cityofdenton.com](http://www.cityofdenton.com).



## THE TECHNOLOGY SERVICES DEPARTMENT

The Technology Services Department provides robust information technology services to support the diverse service offerings of the City of Denton. The City has 55 facilities and 20 substations, all connected by fiber, including high-reliability assets such as the City's electric utility. The Department is staffed with 58 FTEs and is resourced with an annual operating budget of approximately \$18 million.

The Department is responsible for the City's application development, security, telecommunications, GIS, user support, business consulting services, database administration services, web services, and public safety technology projects.

The Technology Services Department is guided by a Mission, Vision, and Goals. Its mission is to partner with its customers to effectively and efficiently deliver the innovative solutions necessary to meet the goals of the City.

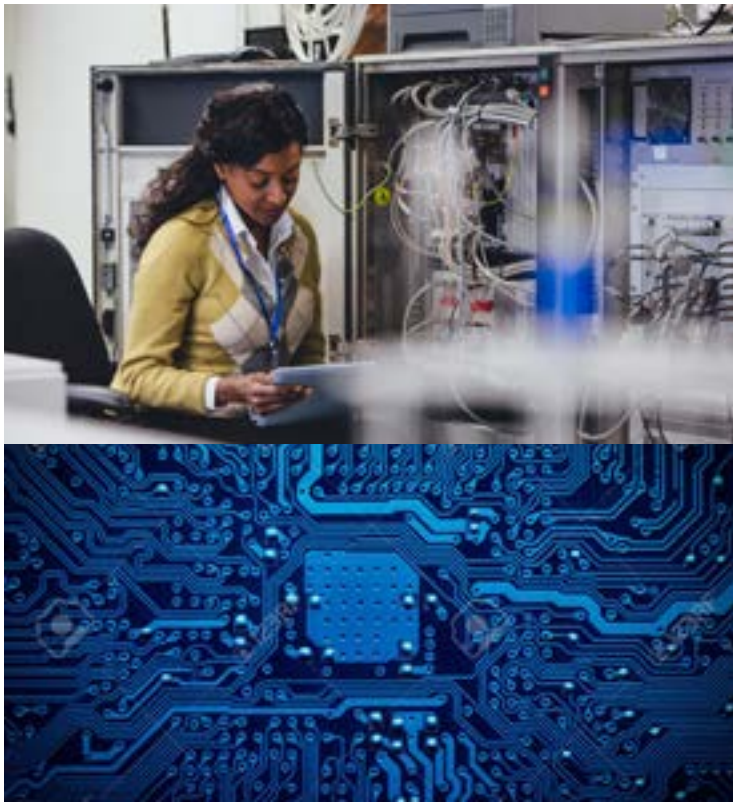
## THE POSITION

Reporting to the Deputy City Manager, the Chief Technology Officer is responsible for managing the City's technology programs and information systems. Reporting to the CTO are a Support Services and Infrastructure Manager, and a Cyber Security Architect. The CTO will provide strategic leadership for the City of Denton's technology initiatives and will facilitate planning through the City's executive management structure and a Technology Steering Committee.

## CHALLENGES AND OPPORTUNITIES

The next Chief Technology Officer should be prepared to address a number of known challenges and opportunities:

- The City is working to centralize all IT hardware and software expenses within the Technology Services budget, versus having some borne by individual departments. This move will allow for better clarity on technology costs as well as lifecycle planning but will also involve complex conversations with user departments.
- The Technology Services Department has a Mission, Vision, and Cultural Goals and the next CTO will have an opportunity to lead an organization already properly oriented and will need only to make small adjustments in these overarching principles as needed.
- The next CTO will lead Technology Services in evaluating and rebalancing the application needs of the City's user departments with the benefits of uniformity and integration. There are significant opportunities to reduce the number of applications supported while gaining the efficiencies of integration.
- The overall culture of the City of Denton is very service-focused, agile, innovative, and technologically sophisticated. The next CTO will need to fully adapt to this culture and lead Technology Services in a way that supports it fully.
- The Technology Services Department has many strategic goals and initiatives related to process improvement and refinement of its project methodology. Continued work in these areas will gain further efficiencies and standardization for both Technology Services and its client departments.
- Technology is constantly advancing, and the next CTO will proactively analyze existing processes and develop the capability to use new tools.



## EXPERIENCE AND EDUCATION

**Education:** A Bachelor's degree in Business, Computer Science, Management, or closely related field.

**Experience:** Seven years progressively responsible experience within complex, customer service driven organizations that provide information technology services with a similar sized staff and overall operating budget to the City of Denton. At least five years of the work experience, with a significant amount of time focused on information technology. Candidate must have also worked in a management capacity with oversight of a sizable professional and technical staff.

## THE COMPENSATION

The salary range for the Chief Technology Officer is \$130,000 to \$182,000 annually, depending on qualifications. A superior benefits package is also offered, including Texas Municipal Retirement System at the 7% employee contribution level with a 2-to-1 match by the City upon retirement. Other benefits include medical, dental, vision, life, and disability insurance as well as vacation, sick leave, holiday pay, and other highly competitive benefits. The City will provide assistance with moving and relocation, if appropriate. Further details on compensation may be obtained through Ralph Andersen & Associates.

## THE RECRUITMENT PROCESS

All interested candidates should apply by **November 2, 2020** by submitting a compelling cover letter and comprehensive resume to [apply@ralphandersen.com](mailto:apply@ralphandersen.com). Top candidates will be invited for a comprehensive interview process tentatively set for early- to mid-November. Additionally, a supplemental questionnaire may be required with responses to specific questions and submittal of sample work products.

For further information or questions on the recruitment process, please contact Mr. Greg Nelson at (916) 630-4900. Confidential inquiries are welcomed and interested candidates are encouraged to submit application materials early for maximum consideration.

***This recruitment incorporates existing rules and regulations that govern public sector recruitments in the State of Texas. In accordance with public disclosure/open record laws, information submitted for consideration may be made available to the public upon request by interested parties.***

## THE IDEAL CANDIDATE

The City of Denton is seeking an information technology leader of excellent reputation and character to help move its Technology Services Department forward. The ideal candidate will possess traits and experience that will translate to greater success:

- With a talented and dedicated staff, the next CTO will gain success by being open-minded, a good listener, and harvesting the ideas from the organization.
- A personable, humble, and communicative style will be effective in the role, along with genuine dedication to staff and customers alike.
- The organizational culture of the Technology Services Department is on a good path and incremental change is welcome. A Team approach to an organizational/departmental review is also welcomed.
- The overall culture of the City of Denton is very service-focused, agile, and technologically sophisticated. The next CTO will need to fully adapt to this culture and lead Technology Services in a way that supports it fully.
- The next CTO will need to have the ability to both move ahead with new and leading technologies, while at the same time make fundamental improvements.
- The next CTO needs to be comfortable in addressing conflict and questioning work that may be duplicative, outdated and/or does not apply best practices in information technology.

***The City of Denton is an Equal Opportunity Employer***