Team Development
• Hire, develop, evaluate, and retain a highly qualified team of IT professionals.
• Foster a culture of innovation, transparency, and accountability in IT.
• Promote a “customer-first” mentality at all levels of the IT organization.
• Ensure that the organization has strong systems analysis and project management skills, and the ability to execute business-critical projects.
• Develop and maintain a plan that provides for succession and continuity in the most critical IT management positions.

IT Operations
• Direct the design, planning, implementation, and maintenance of the computing infrastructure that supports the company’s operations and business applications.
• Establish metrics and data analytics for managing IT effectiveness and for measuring the impact of IT on the business in fighting cyber threats, managing application delivery, coordinating city-wide IT services and helping Glendale innovate as a smart city.
• Maintain oversight of all IT projects, ensuring that commitments are properly planned, staffed, monitored, and reported.
• Establish a comprehensive enterprise information security program to ensure the integrity, confidentiality, and availability of relevant data.
• Lead the design and implementation of an enterprise-wide disaster recovery and business continuity plan.
• Establish and enforce IT policies, processes, portfolio management, development standards, and methodologies.
• Monitor the industry for developments in IT operations; evaluate and implement relevant new tools and service management frameworks.
• Review, recommend, and oversee all vendors and managed service agreements for computing, telecommunications, IT services, and equipment.

In addition to the requirements that are outlined above, City leadership has identified the following additional traits and competencies that the ideal candidate will possess:
• Excellent public presentations and the ability to effectively convey technical material to elected officials and the public;
• Demonstrated experience driving digital transformation and business growth through innovation while at the same time possessing the ability to design and implement comprehensive approaches to cyber security and risk management;
• Possesses solid knowledge in emerging technologies, and the ability to apply these in the service of the organization’s key business goals;
• Experience leading complex, major change initiatives; demonstrated skills in change management;
• Knowledge of a range of vendor technology solutions; able to select and integrate the most appropriate technologies to support the business;
• Outstanding organizational skills and the ability to manage multiple priorities in a fast-paced, high-pressure environment; and
• Genuine concern of employees’ success, hiring, training, empowerment, and staff development.

Qualifying Education and Experience
A Bachelor’s degree in management information systems or a related field is required; Master’s degree is preferred. Experience must include five to seven years of increasingly responsible management/administrative experience in leading an information technology department or organization.

The Compensation
The annual salary for this position is competitive and will be based upon the qualifications of the selected candidate. The City of Glendale may offer moving and relocation reimbursement to the top candidate. Further details of the compensation can be directed to Ralph Andersen & Associates.

In addition, the City offers a comprehensive benefits package including:
• Generous leave including vacation, medical, and holidays (11.5 annually)
• Medical insurance (choice of three plans)
• Dental insurance (choice of two plans)
• Flexible reimbursement accounts
• Long- and short-term disability insurance
• Paid life insurance equivalent to annual salary
• Arizona State Retirement System (Five Year Vesting)
• Voluntary 457 deferred compensation plan

To Be Considered
Candidates should apply by Friday, February 28, 2020. Electronic submittals are strongly preferred to Ralph Andersen & Associates at apply@ralphandersen.com and should include a compelling cover letter and comprehensive resume. References will not be contacted until mutual interest has been established. A full background including verifications will be done on the top candidate upon final selection.

Direct questions to Ms. Heather Renschler at (916) 630-4900. Confidential inquiries welcome.

Overview of Search Schedule

<table>
<thead>
<tr>
<th>Filing Deadline</th>
<th>Friday, February 28</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preliminary Interviews with Recruiter</td>
<td>Upon receipt / Late February</td>
</tr>
<tr>
<td>Recommendation of Candidates</td>
<td>Early March</td>
</tr>
<tr>
<td>Finalist Interview Process</td>
<td>Mid-to-Late March</td>
</tr>
</tbody>
</table>

The City of Glendale is an Equal Opportunity Employer.
The Community
Boasting more than 300 days of sunshine a year, the City of Glendale is a dynamic desert community located on the western edge of the Phoenix metropolitan area in Maricopa County. Encompassing 60 square miles, Glendale (pop. 237,000) is the fifth largest city in Arizona and a member of the Maricopa Association of Governments. Renowned for its sports complexes, affordable homes, and family entertainment, Glendale remains one of the most desirable communities in the Valley of the Sun.

With a long-standing commitment to connecting sports and community, Glendale boasts one of the most dynamic sports and entertainment districts in the country. A six-square-mile, mixed-use district is the home of the Arizona Coyotes (NHL) and the Arizona Cardinals (NFL) as well as spring training facilities for MLB’s Los Angeles Dodgers and Chicago White Sox. Glendale was just named the host of Super Bowl LVII in 2023, University of Phoenix Stadium has already hosted two Super Bowls (2008 and 2015), two BCS National Championship football games (2007 and 2011), the College Football Playoff National Championship (2016), the NCAA Men’s Basketball Final Four (2017), and countless world-class concerts, including the Rolling Stones and U2.

The Organization
The City of Glendale operates under a Council-Manager form of government. Citizens elect the Mayor at large, with the six Council Members elected by geographic districts. The Mayor and Council Members all serve four-year terms. The City Manager, Clerk, Attorney, and Presidenting City Judge are appointed by the Mayor and Council.

With approximately 1,900 employees and a FY 2020-21 budget of $747 million, Glendale is a full-service, progressive city. Services include police and fire protection; water, sewer, and sanitation services; the construction and maintenance of highways, streets, public facilities, and other infrastructure; and recreational activities and cultural events. Maricopa County is one of the fastest growing counties in the country. Most of the growth in the next 25 years in the Phoenix area will occur in the “West Valley,” with Glendale at the epicenter. In 2016, voters approved Envision Glendale 2040, an update of the City’s General Plan.

Overview of Responsibilities
The Development Services Director reports to the Assistant City Manager and collaborates with the City Manager, Department Directors, the City Council, and other key stakeholders to implement the city’s development services strategy. The Development Services Director is responsible for the leadership, direction, and management of the Planning Division and the Building Safety Division. The Development Services Director provides leadership that exemplifies the city’s commitments to ethical decision making, excellent internal and external customer service, innovation, and continuous improvement and learning—not only for the department but for the city overall.

Development Services
The Development Services Department includes the Planning Division and the Building Safety Division. The Planning Division provides a multitude of services related to Long Range Planning and Current Planning. They administer the General Plan and Zoning Ordinance regarding new development projects and redevelopment projects. Planning aids the community in development and the permit review process, carries out plans in strategic locations, and provides professional information to decision makers and the public to support quality growth and focused development for the community. The Planning Division also serves as the Historic Preservation Office for the city.

Mapping and Records is also part of the Planning Division. Mapping and Records maintains the GIS database which includes layers of information relative to City Council districts, water lines, sewer lines, storm drains, streets, addresses, parcels, and subdivisions. These GIS layers are the largest database in the City.

The Building Safety Division ensures that building code standards are met to safeguard life, health, property, and public welfare by regulating and controlling the design, construction, quality of materials, and occupancy of all buildings and structures in Glendale. The Division is the central resource for development, construction and code information, plan review, permit issuance and construction inspection.
The Ideal Candidate

The successful Development Services Director will be an innovative, inspiring and collaborative leader with a strong commitment to the citizens of Glendale. Will also have the ability to establish trusting and respectful relationships within and outside the organization; a strong interest in advancing the Mission, Vision, and Values of the city, as well as the goals of the Development Services Department; impressive interpersonal and communication skills, including presenting information to executive leadership and the City Council for decision-making; exemplary leadership skills required to develop, coach, empower, motivate and manage staff; remarkable ability to interpret the city charter, municipal code, state statutes, laws, policies, and procedures; and apply them to solve complex problems; a strong and enduring commitment to continuous improvement through business process re-engineering, implementation of new technology, organizational change management, and adherence to best practices.

Qualifying Education and Experience

The position requires a Bachelor's degree in business, public administration, planning or a related field and five years of increasingly responsible management/administrative experience in planning, building safety, or a related field. Master's degree is preferred.

The Compensation

The hiring range for this position is $118,999 - $178,499 annually with placement in the range commensurate with the successful candidate’s experience and qualifications.

Examples of Duties

• Plans, organizes and manages the work of staff in the Planning and Building Safety divisions of the development Services Department.
• Develops short-and-long term goals, objectives and strategic plans. Provides departmental direction in the implementation of plans and objectives.
• Participates in and oversees staff responsible for preparation, implementation, monitoring, enforcement and administration of long-range development/ redevelopment plans, dispositions and development agreements and city ordinances pertaining to development services.
• Represents the organization and the department with various agencies and organizations. Serves as city representative in regional/state boards, committees and associations.
• Briefs the City Council, City Manager, and members of the management team to review or recommend courses of action pertaining to Planning and Building Safety.
• Makes presentations to City Council, management team and the public regarding planning and building safety programs, issues, policies, initiatives, and development agreements.
• Responds to media, citizen, and business inquiries and complaints.
• Prepares, presents and administers the departmental budget in accordance with program goals and objectives.
• Provides quality customer service; ensures that departmental staff and programs provide quality customer service.

In addition, the City offers a comprehensive benefits package including:

• Generous leave including vacation, medical, and holidays (11.5 annually)
• Medical insurance (choice of three plans)
• Dental insurance (choice of two plans)
• Flexible reimbursement accounts
• Long- and short-term disability insurance
• Paid life insurance equivalent to annual salary
• Arizona State Retirement System (Five Year Vesting)
• Voluntary 457 deferred compensation plan

To Be Considered

Candidates should apply by Friday, September 25, 2020. To apply for this exciting opportunity, please visit our website at: https://www.govtmejobs.com/careers/glendaleaz

The City of Glendale is an Equal Opportunity Employer