



***City of Corpus Christi, Texas***



***Deputy Director of Information Technology***



## The Community

The City of Corpus Christi is the eighth largest city in Texas with a population of approximately 316,000. *Corpus Christi* in Latin means Body of Christ. The name was given to the settlement and surrounding bay by Spanish explorer Alonso Álvarez de Pineda in 1519, as he discovered the lush semi-tropical bay on the Catholic feast day of Corpus Christi. The city has been nicknamed "Texas Riviera" and "Sparkling City by the Sea". The City is located on the South Texas Coast on the Gulf of Mexico.

Corpus Christi is home to a vibrant, creative community of emerging artists, musicians, photographers, chefs, and small business owners that add to the local economy. The American Bank Center serves as a regional venue for some of the largest names in entertainment.





Drawing from families from far and near that have invested in the area for its charming coastal atmosphere, Corpus Christi is also a magnet for first class shore and deep sea fishing and beautiful beaches. Schlitterbahn Water Park, Minor League Baseball at Whataburger Field, U.S.S. Lexington, Texas State Aquarium, Art Center, Botanical Gardens, Padre Island, National Seashore, and Museum of Science and History are just a few activities for you and the family to enjoy.

A playground for bicyclists, golfers, runners, marine enthusiasts and surfers, Corpus Christi bustles with the activity at every turn by young people attending Del Mar Community College and Texas A&M University at Corpus Christi.

Downtown is just a short 10-minute drive to the Corpus Christi International Airport.





## **City Government**

Corpus Christi is the 30<sup>th</sup> largest Council-Manager city in the country and has operated under the Council- Manager form of government since 1945. The Council consists of a Mayor and eight Council Members elected to two-year terms with a four-term limit. The Mayor and three (3) Council Members are elected at large, and the other five (5) Council Members are elected by districts. In addition to the City Manager, the Council appoints the Municipal Court Judges, City Auditor, and the City Secretary. All other employee hiring authority rests with the City Manager.

The City employs approximately 3,000 employees. The operating fiscal year is from October 1<sup>st</sup> to September 30<sup>th</sup>. The City is financially stable and not had any layoffs during the recent economic downturn. The City has two bargaining units- the Police Officers' Association and the Corpus Christi Professional Fire Fighters Association.



## CITY OF CORPUS CHRISTI

### **Vision**

The City of Corpus Christi organization will become the benchmark for all other Texas cities.

### **Mission Statement**

The mission of the City of Corpus Christi, Texas is to deliver municipal services which meet the vital health, safety and general welfare needs of the residents and which sustain and improve their quality of life.

As we work to achieve this mission, we will employ fiscal discipline, continuous improvement, first-rate customer service, and straight forward communications. In this work we will tolerate no mediocrity. **Ethical Foundation**

- Be **HONEST**.
- Be **FAIR**.
- Tell the **TRUTH**.
- Keep your **WORD**.
- Exercise **INTEGRITY**.

### **Goals**

1. Reaffirm the ethical foundation of the organization.
2. Institutionalize a sound and effective management process.
3. Set realistic expectations regarding services, and continuously improve organizational performance until Corpus Christi becomes the pre-eminent benchmark among Texas cities.
4. Make the financial capacity of the City sustainable.
5. Assure that appointed City leadership is capable and strong.

# The Position

## Purpose

The Deputy Director of Information Technology will focus on the oversight of all IT Operations while supervising personnel or divisions at the direction of the IT Director. Develops business plans, determines assignments of projects, prepares budgets, and provides direction on making IT operations cost efficient and customer-focused. Will work closely with the IT Director to develop working knowledge of IT operations, current projects, departmental technology requirements, and City policies.

Essential duties and function pursuant to the American with Disability Act, may include the following.

- Coordinates with department management, staff, and supervisory personnel to establish and accomplish goals and objectives.
- Provides direction to departmental staff on providing cost efficient and customer-focused IT operations.
- Perform cost/benefit analyses for projects and manage budget for cost effectiveness.
- Provides continuous effort to improve service delivery, root-cause analysis, improve IT operations, decrease turnaround times, streamline work processes, and work cooperatively to provide quality seamless customer service.
- Manages IT divisions as assigned. Resolves personnel or service delivery issues. Projects workforce requirements and determines resources allocation. Assists in departmental resource planning that coincides with technology and business strategy for the City.
- Researches industry best practices to ensure most effective application of information technology and resources for the City.
- Manages contracts and vendors for professional, cloud/hosted, and project services used by the City in support of daily business.
- Represents the department in absence of the Director at City Council, state, community, and other meetings as needed. Establishes and maintains liaison with government agencies and other City departments.

- Other related duties may be assigned.

## **Qualifications**

Requires a Bachelor's degree

- Minimum of seven (7) years of Information Technology related experience
- Current recognized certifications such as PMP, ITIL, Six Sigma and/or similar methodologies strongly preferred.
- Valid Texas Class C driver's license required at time of hire.
- Successful out of state candidates must be able to obtain a valid Texas Class C driver's license within 90 days of hire

## **IDEAL CANDIDATE**

The ideal Deputy Director of Information Technology candidate will be an accomplished professional with a depth, breadth, and diversity of experience in a public agency environment. The ideal candidate will bring a strong customer service and public service ethic, exceptional interpersonal skills to build collaborative relationships and high performing teams. The City is seeking an individual who can skillfully and effectively manage and solve complex and adaptive problems to serve as a change agent, with the ability to consistently achieve results even under tough circumstances. The ideal candidate will be versatile and have proven experience in managing a department at a high level. The candidate will be a resilient, self-aware individual who values differences and will create a work climate where people are motivated to do their best to help the organization achieve its goals and objectives.



## Department Profile

The Information Technology Department implements, maintains, and manages the City's fiber and wireless networks, phone systems, data center operations (servers, storage, backup), enterprise applications (GIS, Infor, Maximo, Intergraph), departmental and line of business applications, desktops, and mobile devices.

Department Baseline Data	FY 15-16	FY 14-15
Full-time employees	70	70
Total IT expenditures	14.23 M	16.6 M
% of City's operating expenditures on IT	1.6%	1.9%
IT total expenditures/City Staff	\$4,840	\$5,692
IT total expenditures per citizen	\$45.72	\$53.33
# Service Desk requests	24,550	26,030
Staff retention rate	92.4%	90.6%

### Department Mission, Mission Elements, and Goals

**MISSION: The mission of the Information Technology Department is to assist city departments in meeting their computer and technology requirements.**

ME#	Mission Element
241	Provide and support technology infrastructure
242	Provide software applications support
243	Provide End User support
244	Provide IT standards, security, and disaster recovery

ME #	Goal	Performance Measure Associated With Goal	Annual Target
241	Provide an effective, reliable, and secure Network Infrastructure	% of days with no outages # of completed projects # of completed work orders Avg. days to close work orders	98% 15 200 14
241	Provide an effective, reliable, and secure Data Center	% of days with no outages # of completed projects # of completed work orders Avg. days to close work orders	98% 10 200 14
242	Provide enhanced functionality and security of Enterprise applications	% of days with no outages # of completed projects # of completed work orders Avg. days to close work orders	98% 20 200 14
242	Improve internal communication technologies	# of completed projects	2
243	Improve support for End User	# of completed projects # of completed work orders Avg. days to close work orders	5 600 4



243	Improve communication to End Users	% of satisfied users all work orders	80%
244	Update IT policies and procedures	# of new/updated policies and procedures	4
244	Improve the City's security posture	Average patch latency (days)	30
		# of completed projects	4
		# of completed work orders	60
		Avg. days to close work orders	14

## **COMPENSATION AND BENEFITS**

### **Compensation**

Salary will be dependent on the qualifications and experience of the successful candidate.

### **Benefits**

The City offers an excellent benefit package that includes:

- Texas Municipal Retirement System – the City offers a 2 to 1 match. Each employee automatically contributes 6% of their total compensation. The City matches 2 dollars for every 1 dollar you contribute.
- Medical/dental/vision/life coverage for employees and their eligible dependents.
- Vacation – 88+ hours per year
- Personal leave – 40 hours per year
- Sick leave – 96 hours per year
- Voluntary 457b deferred compensation plan
- Seven (7) Holidays
- Flexible Spending Account
- City Employee Health & Wellness Clinic & City Employee Fitness Center
- Learning & Development Academy
- Tuition Reimbursement Programs
- Employee Recognition Programs



## Corpus Christi Facts

- Population is approximately 316,000.
- Median household income is \$49,605.
- Median home price is \$173,900
- Median age of residents is 34.6 years.
- Corpus Christi is the 8th largest city in Texas with an estimated population of 316,381.
- Corpus Christi covers 452.2 square miles, of which 124.3 are land and 327.9 are water.
- The average high temperature in July and August is 93 degrees.
- The average high temperature in January is 65 degrees.
- Approximately 8 million people visit the Corpus Christi MSA every year.
- About 74 percent of area visitors are from Texas.
- Tourism generates an annual economic impact of \$1 billion for the Corpus Christi region.
- In 2003 - 2011, nine consecutive years, Corpus Christi was declared the “Birdiest City” in the nation with more individual species counted than any other city.
- The Corpus Christi area has over 113 miles of Gulf Coast beaches; visitors to Corpus Christi have access to nearly 70 miles of beachfront on Padre and Mustang islands.
- According to the U.S. Army Corps of Engineers, the Port of Corpus Christi is the 5th largest port in the United States by tonnage shipped.
- The area’s major industries are (1) petrochemical, (2) military and (3) tourism.
- Padre Island, the largest Barrier Island in the nation, is only 25 minutes from downtown Corpus Christi

- The King Ranch is one of the largest and oldest working cattle and horse ranches in the world. The ranch has ranch history, wildlife, and agriculture tours. The King Ranch is 825,000 acres - larger than Rhode Island - and has over 2,000 miles of fencing.
- Corpus Christi is home to the official state aquarium of Texas.

## **The City of Corpus Christi is an Equal Opportunity Employer**

City of Corpus Christi provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Minorities, women, military veterans, and individuals with disabilities are encouraged to apply.



**City of Corpus Christi**

**Human Resources Department**

**1201 Leopard Street**

**Corpus Christi, Texas 78401**

**(361) 826-3300**