



## **(INTERIM) CHIEF INFORMATION OFFICER, CITY OF NEW ORLEANS**

Like no other American city, New Orleans is reinventing itself from the ground up. The schools, healthcare system, ethics laws, levee protection, tax assessment and many other areas are under radical and innovative transformation. Now it's time to remake city government itself. Mayor-Elect Mitch Landrieu was elected for this purpose with a stunning mandate – 66% of the vote against five other contenders. New Orleans' civic unity gives the incoming administration an unprecedented ability to make transformative changes. The new mayor takes office on May 3, 2010.

Here's where you come in – the city's information technology department needs an effective leader. While there has been some progress, and there are many good people in the department working to fight fires, the department suffers from textbook failures of IT governance and change management, and critical systems need to be stabilized while the longer term vision is developed and executed.

The Mayor-Elect's transition team, TransitionNewOrleans.com, expects it will take six months from the start of the search until the long-term CIO is in place. We are seeking candidates for Interim CIO who can start immediately and work for 6-9 months through this transition. The Interim CIO will *not* be a candidate for the long-term CIO position.

### **Focus of Interim CIO**

*The Interim CIO should generally match the qualifications of the CIO Job Description (further below), but emphasis will be placed on the ability to start work soon and these focus areas:*

#### **Experience:**

- Mainframe hardware (IBM/Unix) and financial systems (AFIN)
- Windows Server, Server virtualization (VMWare) and SAN
- Negotiation – deep experience with procurement for enterprise hardware/software
- Contractor Management – ability to effectively integrate contractors and civil service

#### **Interim CIO top tasks:**

- Analyze current budget for limitations and savings opportunities
- Triage financial and other critical systems
- Implement redundant hardware and backup strategy
- Set up basic IT Governance
- Complete IT-related 100-day goals for new administration

### **CIO Job Description**

#### **Primary responsibilities:**

- Provide technology and information systems support to make city services more effective, efficient and equitable across all populations and neighborhoods (including those with limited access to technology)
- Develop an IT strategy that is updated annually and effectively communicated to stakeholders inside and outside of City Hall
- Develop and coordinate an IT Governance Structure by which department heads and the Mayor/Chief Administrative Officer set priorities for IT projects
- Direct all city IT activities, including infrastructure, telecommunications and applications
- Develop and manage a city-wide, performance-based IT budget

- Foster an organizational culture where opportunities for cost-savings are identified, shared and implemented
- Work within civil service framework, including the creation of accurate job descriptions, annual performance reviews, as well as building internal capacity and institutional knowledge instead of hiring long-term contractors for key city functions
- Develop and execute service level agreements (SLAs) with agencies that define tech support, application development, shared or centralized IT solutions, and other services
- Proactively identify potential cross-agency IT solutions, and manage such plans, budgets and implementations
- Assist city agencies in improving business processes, resulting in high-quality data that can support key metrics, benchmarking and accountability
- Establish standards and systems for sharing public data, and data archiving and retention
- Establish performance metrics for all IT initiatives and services
- Develop and document IT policies and procedures city-wide
- Oversee the development of a consistent and usable web presence that is easy for departments to keep up-to-date and accurate
- Develop, test and implement business continuity and disaster recovery plans
- Centralize procurement of IT hardware, software and services to gain cost efficiencies

**Critical professional attributes:**

- Proven experience in government IT and operating in a political environment
- Highly professional IT credentials and well-respected among peers
- Proven successes implementing major IT changes within a diverse organization
- Can explain technical solutions in plain English, and is articulate and persuasive
- Ability to manage expectations (public and within City Hall), and work well with people from many disciplines and varying degrees of technical experience
- Ability to establish and maintain effective personal working relationships with department heads, staff, City Council, and vendors
- Ability to effectively direct the work assignments of reporting personnel, and elicit from them high levels of loyalty, morale, and individual performance
- Skilled in analyzing complex business systems and developing timely, efficient and cost-effective solutions
- Minimum of 5 years executive-level experience in IT, and bachelor's or advanced degree.

**Critical personal attributes:**

- Substantiated integrity, honesty and trustworthiness
- Proven record of good judgment and common sense
- Known as a team player, open-minded, good listener

**How to Apply**

Send your resume to [neworleanscio@gmail.com](mailto:neworleanscio@gmail.com) with cover letter in the e-mail body, including comments on the following:

- If you are made an offer for this Interim CIO position, when could you begin work in New Orleans? Please explain.
- How you prefer to be contacted?

*Transition New Orleans is an equal opportunity organization and does not discriminate against on the basis of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap, veteran status, or any other legally protected status or activity.*