



CITY OF  
**PALO  
ALTO**



# Assistant Director of IT

## The Community

Palo Alto, known as the “Birthplace of Silicon Valley,” is home to 69,700 residents and nearly 100,000 jobs. Unique among city organizations, the City of Palo Alto operates a full array of services including its own gas, electric, water, sewer, refuse, and storm drainage provided at very competitive rates for its customers. The City of Palo Alto offers robust community amenities including 36 parks, 39 playgrounds, five community and youth centers, 41 miles of walking/biking trails, and five libraries. The City also manages a regional airport and provides fire, police, and emergency services. Palo Alto is an award-winning City, recognized nationally as innovative and well-managed, and is one of a small number of California cities with a AAA bond rating. City services and performance also receive high marks from community members in the annual citizen survey conducted by Polco (previously the National Research Center).

As the global center of technology and innovation, Palo Alto is the corporate headquarters for many world-class companies and research facilities such as VMWare, Hewlett-Packard, and Tesla. Home to Stanford University and a top-ranked public school system, Palo Alto also features beautiful and historic residential neighborhoods, as well as vibrant shopping and retail districts. Palo Alto has a highly educated and culturally sophisticated citizenry that is actively engaged in making a difference both locally and globally.

The City of Palo Alto is more than 100 years old and is named after a majestic 1,000-year-old coastal redwood tree along San Francisquito Creek, where early Spanish explorers settled. The blend of business and residential areas anchored by a vibrant downtown defines Palo Alto’s unique character. A charming mixture of old and new, Palo Alto’s tree-lined streets and historic buildings reflect its California heritage. At the same time, Palo Alto is recognized worldwide as a leader in cutting-edge technological development.



## The City Government

Palo Alto is a Charter City and has a council-manager form of government in which the seven-member, popularly elected City Council appoints the City Manager, who in turn oversees a dynamic Executive Leadership Team in the operation of departments employing approximately 1,000 staff. This vibrant organization enjoys a strong, collaborative, and open environment.

## The IT Department

The Information Technology Department has the mission to provide technology solutions that enable City Staff to deliver services to the Palo Alto community. Our City and its departments depend on technology to deliver services. The IT Department provides a broad range of high-quality, cost-effective solutions to employees, departments, council members, and the community for each to meet their respective goals. The IT Department provides over 200 distinct technology solutions to the City and maintains a governance model for aligning City goals, allocation of funds, and technology projects. You don’t see us every day, but we are continuously working behind the scenes to drive, improve, maintain and secure the technologies that run our great City!

Click [here](#) to learn more about our dynamic department! Click [here](#) to learn more about our IT Strategy Goals and Guiding Principles. Palo Alto’s IT Department is widely praised for being extremely friendly and customer-service oriented.

### Important Upcoming IT Department Initiatives

- Continue to enhance the City’s Cybersecurity posture
- Continue working on and deploying Enterprise Resource Planning (ERP) enhancements (Phase 3 and 4)
- Start the Council Chambers Audio Visual (A/V) upgrade project
- Replace the current City Intranet
- Continue supporting the technology efforts for the new Public Safety Building
- Continue partnering with the Utilities Department on the Fiber Expansion, including Fiber-to-the-Premises, AMI, GIS, and other initiatives.
- Start the data center consolidation project

For a complete look at the City’s proposed 2025 operating budget, click [here](#).



## IT Guiding Principles

- + We design, deliver and manage IT solutions to be secure, reliable and compliant.
- + We keep it simple and practical.
- + We focus on value.
- + We collaborate and engage with our stakeholders.
- + We innovate.

## IT Department Mission Statement

We partner with City departments by providing technology leadership to deliver secure, reliable, and cost effective solutions aligned with Council priorities and City initiatives.

## The Position

Reporting directly to the Director of Information Technology/CIO, the Assistant Director of IT will be the right hand of the Department. This role will collaborate with all divisions of the department including: the Project Management Office (IT PMO); IT operations (including senior network architects, applications, systems, security staff and service desk; the GIS Team (IT GIS & Data Analytics) the enterprise team (manages SAP ERP system); and budget analysts. In general, the incumbent will be responsible for all day-to-day operations of the IT Department, allowing the CIO to focus on strategy and high-level interactions with internal and external stakeholders. The Assistant Director will frequently report, however, to the City Council, internal project owners and externally as required. The incumbent will be leading a mixed team of union and unrepresented staff.

### Distinguishing Characteristics

In coordination with the CIO, directs and manages City-wide information technology systems and activities. Supports the CIO to lead and develop technology strategic plans and implementation of strategies. Plans, organizes, directs and evaluates the Information Technology Department and its operations to ensure effective support for organizational objectives and efficient and effective implementation of initiatives. Handles the day-to-day operations of the entire IT Department, with the exception of the GIS function. This classification oversees the operations of the department. This position is distinguished from the Director in that the former is charged with the department-wide authority.

### Typical Duties

Typical duties include, but are not limited to:

- Provides leadership to the City Council, City Manager and Directors on alignment of technology with City initiatives, policy and strategic objectives. Makes presentations and prepares reports and plans.
- Directs and manages interdepartmental technology governance, planning and coordination activities to accomplish specific City-wide objectives.
- Coordinates with the CIO, City Manager, Directors and business managers to address problems and capitalize upon opportunities as they arise.

- Develops and implements organizational policies and procedures regarding appropriate usage of technology within the organization.
- Aid the direction of priorities, work program, people and resource allocation within the Information Technology (IT) Department including hiring, staff development, training, terminations, and performance appraisals.
- Initiates and develops internal and external partnerships to leverage City technology investments.
- Negotiates and reviews complex proposals and contracts for purchase of IT products and services. Develops partnership agreements.
- Establishes and maintains a working environment conducive to positive morale, individual style, quality, creativity, and teamwork.
- May serve as a member of leadership team, and addresses City-wide policy, management and strategic issues, including information security and other Cyber risks.
- Oversees automated systems within the City, including prioritizing requests for applications development or enhancement, hardware and software standards, equipment acquisition and replacement.
- Coordinates technical staff placed within individual City departments.
- Positions the City to effectively respond to the rapidly changing technological environment.
- Aids in planning, preparing and administering the Information Technology Department budget, including Operating and Capital budgets.
- Project management to include oversight of funding allocations, oversight and coordination of resources.



## Ideal Candidate

The ideal candidate will have extremely strong written and verbal communication skills given they will be interacting with and reporting to professionals at all levels both inside and outside the Department, including the City Council. The incumbent will be highly motivated and able to hit the ground running from day one with minimal supervision. Further, the ability to deal with all types of personalities is important. The incumbent will be able to work successfully with strong personalities as well as be approachable to everyone. The Assistant Director will be a skilled generalist and an expert in managing diverse teams and in conflict resolution. A large capacity for work and compassion for others is essential to this challenging role.

## Qualifications

- Sufficient education, training and/or work experience to demonstrate possession of the following knowledge, skills, and abilities which would typically be acquired through:
- Bachelor's Degree in a relevant field and eight years of related experience, including five years of management level experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Public sector experience a plus.
- Licensing Requirements: Valid California Driver's License.
- Master's degree is preferred.

## Compensation and Benefits

**The salary range is \$172,890 - \$259,334 annually, depending on education and experience.** This is not a represented position.

In addition to salary, Palo Alto offers a competitive benefits package, described in more detail [here](#), for benefits, that includes but is not limited to:

**Work Schedule** – Hybrid and 9/80 work schedules are available at the discretion of the CIO (based on organization need and subject to change at the discretion of the City).

**Retirement** – CalPERS 2% @ 60 formula for Classic employees; 2% @ 62 formula for New Members

**Medical Plan** – City pays a flat rate contribution (in 2025, up to \$2,260 per month for family coverage) and employee pays in accordance with health plan option selected, between \$43.27 to \$1,641.03 per month.

**Dental and Vision Plans** – fully paid

**Vacation** – 120-200 hours annually depending on years of service, with option for cash out once a year

**Life and AD&D Insurance** – fully paid up to annual salary

**Gold Standard EAP Program** – The City's partnership with CONCERN EAP has benefited employees in all aspect of their life from financial planning to proactive meditation courses and countless more in-person and virtual offerings, 5 in person sessions available per area of interest.

**Flexible Spending Accounts** – Daycare and Health Care

**Commuter Benefits** – Benefits that allow you to deduct money pre-tax, match expenses in many cases and even receive fully subsidized transit in some cases.

**Additional Benefit** – an annual benefit of \$2,500 for IRS Section 125 compliant uses such as Flexible Spending Accounts, Non-taxable Professional Development Spending Account, deferred compensation, or health club membership

**Paid Parental Leave** – up to 6 weeks of paid leave within 12 months of birth or adoption

**Annual Day of Recognition** – Floating holiday which can be used for individual days of cultural significance

**Management Leave** – 80 hours per calendar year, eligible to convert into vacation time, allocate to a deferred compensation plan or cash-out

**Other Leave** – 96 hours of sick leave per year; 12 paid holidays

**Flexible and Hybrid Work Schedules** – Eligible positions may qualify for 2 remote workdays week and a 9/80 or 4/10 work schedule

### Pilot Childcare and Educational Benefits:

The City offers an annual Pilot Childcare Assistance Benefit. Up to \$10,000 assistance for childcare costs at eligible childcare facilities located within Palo Alto City limits. [Find Childcare Resources.](#)

Through a new City of Palo Alto School District partnership, City employees are eligible to apply for their children to attend award-winning Palo Alto Unified District Schools. [Find Palo Alto Unified School District school information .](#)

## Application Process

**The final filing date is Friday, January 24, 2025.** To be considered, please submit a resume, cover letter and five work-related references (who will *not* be contacted in the early stages of the recruitment) to: <https://koffassociates.com/assistant-director-of-it/>. Resumes should reflect years *and* months of positions held as well as size of past organization(s).

For additional information please contact:



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Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates will report the results to the City. The City will then select candidates to participate in panel interviews. Extensive reference and background checks will be completed on the selected candidate.



*The City of Palo Alto is an Equal Opportunity Employer (EOE). In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*