



The City of Long Beach

*invites your interest
for the position of*

Infrastructure Services - Bureau Manager



Cover Photos by: Thomas McConville

The City of Long Beach Community

Ideally located on the Pacific Ocean south of Los Angeles and just west of Orange County, Long Beach is the sixth-largest city in the State of California. Offering all the world-class amenities of a large metropolitan city, coupled with its strong sense of community and pride, Long Beach is one of the most vibrant communities in the country. The City is also committed to using technology to help deliver the best possible services and has been named among the Top 10 “Digital City” in America for 11 consecutive years. With its ideal location in Southern California, year-round comfortable climate, healthy business environment, and far-ranging cultural pursuits, the City is alive with activity. Long Beach is home to an abundance of cultural and recreational options. Expansive beaches, three marinas, five golf courses, the Aquarium of the Pacific, the Queen Mary, and the annual IndyCar Acura Grand Prix of Long Beach serve to draw 6.5 million visitors a year. The City’s full-service commercial airport has preferred flight schedules, carriers, and an overall accessibility that makes it the travel-friendly alternative to other Southern California airports. In addition, Los Angeles’ rail transit system, the most used light rail system in the country, connects the city to the entire region. Long Beach continues to make significant investments in its parks, beaches, streets, and other amenities (including a new city hall) indicative of the financial stability and health of the City.



City Government

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district and a mayor that is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. The Council Members and the Mayor are subject to a three-term limit, which allows them to serve for a maximum of 12 years. The City Council appoints a City Manager and a City Clerk. The City Manager is responsible for the efficient administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission.

Long Beach is a full-service city providing all traditional public services in addition to maintaining one of the world’s busiest seaports, which serves as a leading gateway for international trade. The city also has its own full-service commercial airport and is one of only three cities in California with its own Public Health Department. Long Beach is supported by a total FY2022 budget of approximately \$3 billion, with the General Fund budget totaling \$622 million. More than 5,600 full and part-time employees support municipal operations with the majority being represented by twelve employee associations.

The Department of Technology and Innovation

The Technology and Innovation Department (TID) plans and develops the technology infrastructure for the city and acts as a service agency to all city departments. The Department provides highly centralized information services through its 181 FTEs and oversees technology consultants while operating on a FY 2022 annual budget of nearly \$75 million. TID is organized into five bureaus: Digital Services, Enterprise Information Services, Infrastructure Services, Technology Engagement and Support, and Business Operations. The Infrastructure Services Bureau oversees the ongoing operations of the City’s Technology Infrastructure Systems, including the regional radio and microwave systems, voice and data networks, data centers and computer systems, network cameras and fiber infrastructure. Additional information about the department is available at www.longbeach.gov/ti.

The City of Long Beach is committed to creating a workplace where every employee is valued for who they are. Having our workforce reflect the diversity of our community at various levels of the organization is a continuous goal embraced by our departments, management staff, and policymakers. To support efforts of fairness and diversity, City Leadership is committed to incorporating equity and inclusion into our work by supporting staff and community partners. We are committed to promoting transparency by publishing updated demographic information for employees, including workforce diversity data and pay by race and gender.

The Position and Ideal Candidate Profile

The Infrastructure Services Bureau Manager (ISBM) is one of five Bureau Managers along with three divisional officers reporting to the Technology & Innovation Director and has an essential role in the ongoing transformation of the technology

organization. TI is a technologically talented department that is incorporating an entrepreneurial, service focused philosophy into a municipal environment, challenging staff to be highly innovative and adaptive.

This environment requires a strong operational manager, combined with a vision for technology that incorporates a high level of understanding for both the future direction and current trends within the technology environment. The management focus is to deliver on project timelines while appropriately managing expectations and demands of the operational environment. In managing a staff of 47 employees, the ISBM will provide progressive and proactive leadership towards exceptional customer service and efficient and effective delivery of innovative technology services. The common theme for all departmental efforts is "service and solutions delivery".

The key priorities for the TI department and this position include:

- ◆ Continue to modernize the city's technology infrastructure and replace obsolete equipment.
- ◆ Optimize the newly implemented Munis ERP Financials System and implementation of the Human Resources, Payroll and Budget phases of this LB COAST project.
- ◆ Stabilize the remote and mobile work capability of city employees through deployment of software, equipment, and enhanced multi-factor authentication.
- ◆ Continue the design, planning, and implementation of the Citywide Fiber Network Infrastructure initiative.
- ◆ Develop a roadmap/masterplan for the City of Long Beach Radio Infrastructure primarily for Public Safety departments.
- ◆ Enhance and optimize features with the city's One Number project.
- ◆ Continue to enhance digital equity, especially to underserved portions of the community.
- ◆ Negotiate and administer numerous technology vendor contracts for goods and services.
- ◆ Internal organizational development including a need to lead major cultural and operational changes and to replace retiring staff and the accompanying loss of "institutional memory".

The ISBM will manage the allocation of staff and resources, hiring, staff development, training, and performance appraisals for the Bureau and ensure that the bureau builds productive relationships with other TID bureaus and partner departments and provides outstanding customer service to both internal and external customers. They will lead the governance of technology infrastructure and engage other city departments in the technology governance process to accomplish city-wide technology initiatives.

The nature of this role requires a total commitment and understanding of the mission and direction of the department. This requires an active, engaged, people focused and collaborative leadership style that provides creative and innovative solutions, a commitment to service and continuous learning, and a passion for providing excellent technology solutions. The ideal candidate is a strategic thinker that brings high levels of vision and innovation in tandem with the proven ability to operate in a fast paced, fluid and dynamic operational environment along with a knowledge of industry benchmarking leading to implementation of best practices. The ISBM will also maintain an active presence in working with policy makers, elected officials, City department heads and other key members of the user community in representing the department and ensuring business needs are addressed in a proactive and positive fashion. The expectation is to effectively navigate and address the myriad of complex organizational considerations to effectively manage and communicate the balance between customer expectations and operational capacity.



The position requires a combination of experience, education and/or training that demonstrates the ability to perform this job. A typical way to meet these requirements is graduation from an accredited college/ university with a Bachelor's degree in a related field along with at least seven years professional level experience in the information technology field with at least three of those years at a senior management level with overall responsibility for budgets, personnel administration, and project management. The preferred background will include a mix of private and public sector experience at the management level with a focus on the technical infrastructure within a complex IT environment.

Compensation and Benefits

The City of Long Beach offers an excellent compensation and benefits program. The base annual salary range for this position is \$165,000 - \$185,000 dependent upon the qualifications of the selected candidate. The attractive benefits program includes:

- ◆ Retirement: California Public Employees' Retirement System (CalPERS) with a benefit of 2.5% @ 55 for Classic members and 2% @ 62 for new members as defined by PEPPRA, subject to limitations set by PERS. Employee pays the employee portion. The city also participates in Social Security.
- ◆ Vacation: Accrual rate of 12 days per year. Accrual rate increases to 15 days after four years and six months (54 months of service) and to 20-day accrual rate after 19 years and six months of service.
- ◆ Executive Leave: Forty (40) hours per year.
- ◆ Sick Leave: One day earned per month with unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or conversion to additional CalPERS service credit (subject to CalPERS limitation).
- ◆ Holidays: Eleven (11) designated holidays per year, plus four personal holidays to be used at the employee's discretion.
- ◆ Monthly Transportation Allowance: \$225 per month.
- ◆ Health, Dental, and Vision Insurance: The City offers an HMO and PPO options for health and dental insurance coverage(s), in addition to vision coverage. The City pays major portion of the premium for employee and eligible dependents depending on the health/dental plan selected. The City pays 100% of the monthly cost for vision coverage.
- ◆ Life Insurance: City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000. Voluntary Life insurance options are also available for employee, spouse/RDP and dependent children.
- ◆ Disability: City-paid short-term and long-term disability insurance. Employee can opt to self-pay the monthly premiums.
- ◆ Flexible Spending Accounts (FSA): Optional annual election for employees to reduce taxable income for payment of allowable childcare or medical expenses (via debit card).
- ◆ Management Physical: Annual city-paid physical exam.
- ◆ Deferred Compensation: 457(b) Plan – Voluntary retirement savings program available through MissionSquare (formerly known as ICMA-RC Retirement Corporation). City contributes 1% of employee's base pay to the employee's 457(b) plan; effective September 30, 2022, through September 30, 2023, the City will contribute 2% of employee's base pay to the employee's 457(b) account. Employees may opt to contribute up to the IRS annual limits as well.
- ◆ Technology Allowance: Monthly stipend.
- ◆ Gympass
- ◆ Health Advocate
- ◆ Remote Work Schedule: This position is eligible for a hybrid telework schedule per approval by management. The typical arrangement is to work 60% on site and 40% remote once the employee is acclimated to the agency and settled in their new role. If working on a remote work schedule, the employee is expected to be able to report to work within two hours to the work site if needed.



Additional information about the City's benefit package can be found at www.longbeach.gov/hr.

The Process

If you are interested in pursuing this compelling career opportunity, please visit the Avery Associates Career Portal on our website at www.averyassoc.net/current-searches/ to upload your letter of interest, resume, and contact information, including phone numbers and email addresses for five work-related references (who will not be contacted until after an interview takes place).

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The final filing date for this recruitment is May 30, 2022.

If you have any questions regarding this position, please feel free to contact Paul Kimura at 408.399.4424 or by email: paulk@averyassoc.net or Bill Lopez at 408.888.4099 or by email: williaml@averyassoc.net.