Announcing an Outstanding Career Opportunity

Chief Technology Officer

Apply by September 25, 2012

A national search is underway for highly qualified candidates for Chief Technology Officer. This is a unique opportunity for a visionary, collaborative, and accomplished information technology executive to lead and coordinate the technology services of the nation’s largest regional educational agency.
About the Los Angeles County Office of Education (LACOE)

As the nation’s largest intermediate educational agency, LACOE performs a number of oversight and service functions and provides a broad range of programs and services to support Los Angeles County’s K-12 school districts, community college districts and charter schools. LACOE also operates schools for adjudicated youth and programs for students with disabilities.

Among the services provided are:
- Payroll and retirement processing for over 180,000 employees of public school agencies in Los Angeles County
- Consulting services and programs for education and business functions
- Direct instruction for students with disabilities
- Direct instruction for “at risk” and incarcerated youth

Additional support services include early childhood education; family and community programs; parenting and literacy classes; career and technical education; safe schools and emergency preparedness; specialized training and professional development for teachers, administrators, and support personnel; and expert consultation in curriculum, instruction and assessment.

LACOE operates the nation’s largest Head Start program, along with two specialized high schools located on university campuses—the L.A. County High School for the Arts and the International Polytechnic High School.

The Position of Chief Technology Officer

The Chief Technology Officer reports directly to the County Superintendent and is a member of the Superintendent’s Executive Cabinet. The Chief Technology Officer is the most senior technology management position at the Los Angeles County Office of Education (LACOE) and is responsible for providing executive leadership in the development of LACOE-wide strategic plans, policies, and procedures for the acquisition and use of information technology and Internet-based media. Additionally, the Chief Technology Officer oversees the Technology Services divisions responsible for technology infrastructure, applications development, systems security, and user support. A key responsibility of the position is to execute the LACOE Technology Master Plan (TMP) through the establishment and coordination of a Executive Technology Review Committee (ETRC) that is representative of LACOE’s educational and business interests.
Technology Services provides LACOE and the Los Angeles County educational community with a broad range of state-of-the-art solutions, organized among the various Technology Services divisions.

Technology Services provides technology infrastructure development and support, network services, software application development and support, and database administration to LACOE operating divisions and to local school districts lacking resources to maintain their own technology functions. Areas of support include project management, requirements definition, system design, application development, performance testing, data backup, information systems security, and disaster recovery planning. In addition, network services include an Internet Service Provider for school districts, content filtering, secure network access to LACOE business applications, and access to the California K-12 High Speed Network.

Technology Services provides expertise in mainframe and server-based Payroll, Human Resource, and Financial applications. Technology Services also provides specialized multi-media services including video streaming, interactive CD-ROM and DVD production, website development, and videoconferencing. For its clients, these services translate into improvements in business operations, classroom support, student instruction, and staff training.

Lastly, the Instructional Technology Outreach Division assists and trains educators on how to integrate technology into teaching and learning and helps align specific curricula to California’s K-12 content standards.
The Well-Qualified Candidate

The well-qualified candidate will have a solid record of accomplishment in managing a large-scale, multi-vendor, multi-platform, multi-client technology services organization.

Essential competencies include:

**Strategic Leadership**
- Providing vision, organizational goal setting, strategic planning, and resource allocation
- Designing and developing effective organizational structure, roles, and responsibilities
- Building workforce engagement and commitment to goals and strategies
- Embodying commitment to customer service
- Staying current with technology advances, trends and issues and evaluating relevance and utility

**Cross-Enterprise Collaboration**
- Focusing on understanding and meeting LACOE business needs
- Proactively communicating and building relationships with technical and non-technical staff, and internal and external customers
- Consulting with and making recommendations to Executive Cabinet members
- Involving diverse stakeholders in decision-making and facilitating the resolution of potentially conflicting needs
- Influencing and negotiating win-win solutions

**Minimum Qualifications**

**Experience:** Seven years of experience in planning, developing and implementing complex, multi-vendor and multi-platform computer application services, four years of which must be in a management capacity.

**Education:** A bachelor’s degree in information technology, information management, technology management, business administration, or a related field with specialized coursework in computer science, information technology, or information technology management from an institution of higher learning accredited by a regional accrediting organization recognized by the Council for Higher Education Accreditation. An advanced degree is preferred. Certification for project management, ITIL foundation certificate, and/or ITSM certification or equivalent is desired but not required.

**Special Information:** The Chief Technology Officer is a senior management position exempt from certain provisions of the Merit System (Education Code 45100.5).
Compensation and Benefits

Salary Range: $148,656 - $184,164 annually. Placement within the range is dependent on experience, qualifications and salary history. Benefits include participation in California’s Retirement System (CalPERS) plus LACOE’s comprehensive health and welfare benefits.

Application and Selection Procedure

Candidates are required to submit the following four items:

1. A comprehensive resume including salary history
2. A letter of interest explaining the relevance of the candidate’s career history and goals to the requirements of this position
3. Three professional references who can attest to the candidate’s technical and managerial competence. (References must include contact information; however, references will be contacted only for the finalists in the process.)
4. Responses to the supplemental questions on the following page

Confidential electronic submittals are preferred and can be sent to: chang_shirley@lacoe.edu

Mail-in application materials are also welcome and may be sent to: Shirley Chang
Los Angeles County Office of Education
Personnel Commission • EC Annex
9300 Imperial Highway, Downey, CA 90242-2890

Selection Procedure: Based on the careful review and evaluation of the submitted application material, the most qualified candidates will be invited to be interviewed by members of the Superintendent’s Executive Cabinet. The top finalists will be interviewed by the Superintendent for final selection. Final selection is targeted for November, 2012.

Application Deadline Date

Priority consideration will be given to complete applications received by September 25, 2012. The deadline may be extended until the position is filled. Confidential inquiries may be made to Shirley Chang at chang_shirley@lacoe.edu or (562) 803-8360.
Supplemental Questionnaire

Your response to the questions below is a required part of the application and must be submitted with your detailed resume, letter of interest, and reference list.
Please limit your responses to one page, single-spaced, for EACH OF THE FOUR TOPICS. Each response should be on a separate page, and the topic should be stated at the top of each page.

1. **Education and Professional Development.** Please provide the following information:
   1.1. How your formal education and training contribute to your qualifications for the CTO position
   1.2. Any professional memberships and positions held in professional associations, advisory committee participation, or recognitions received that have relevance to the CTO position
   1.3. Your familiarity with contemporary information systems management frameworks such as: Information Technology Infrastructure Library (ITIL), Information Technology Service Management (ITSM), Project Management Body of Knowledge (PMBOK), Service-Oriented Architecture (SOA), Systems Development Life-Cycle (SDLC)

2. **Technology Infrastructure Responsibility.** Describe the most relevant type and scale of computer platforms for which you have had direct responsibility. Include for each the following information:
   2.1. Your title and responsibilities
   2.2. The organization, the dates of responsibility
   2.3. Name of the platform(s) and related vendors
   2.4. The system(s) supported by the platforms
   2.5. The business functions and user groups supported by the systems
   2.6. The hardware and software annual maintenance/licensing budget

3. **Technology Services Delivery.** Please describe:
   3.1. The lead roles you have had in the development and delivery of technology solutions to functional areas such as personnel, finance, or any other end-product/end-user discipline
   3.2. One example of your leadership in response to a business need, development of the technology solution, and the business result

4. **Management Responsibility.** Please describe:
   4.1. The largest department you managed including the organization name, organizational structure, your department’s name, your title, dates of responsibility, number of staff in your span of control, and budget
   4.2. The nature of the interactions you had with the chief executives of the enterprise in this management capacity
   4.3. Key indicators of your success in this capacity
   4.4. An example of an organizational change (reorganization, restructure, process re-engineering, or major change in technology platform) that you personally lead