August 30, 2011 U1115

The City of San Diego is currently accepting resumes for the unclassified position of

IT VENDOR/SOURCING MANAGER

Salary Range: Dependent on qualifications and experience

Recruitment: Open to all Qualified Candidates

Filing Deadline: **Open Until Filled**

The City

With more than 1.3 million people, the City of San Diego is the eighth largest city in the United States and the second largest in California. The City of San Diego's strong economy, diverse population, great educational institutions, unsurpassed quality of life, and world-renowned location make it the ideal place to work, live, and play. With its great weather, miles of sandy beaches and major attractions, San Diego is known worldwide as "America's Finest City."

As one of the region's largest employers, the City of San Diego has a combined Fiscal Year 2011 operating budget of $2.76 billion and employs approximately 10,000 highly dedicated employees. Additional information about the City of San Diego can be obtained on the City's website at www.sandiego.gov.

The Department

The Department of Information Technology, reporting under the Chief Financial Officer, is responsible for City-wide oversight of the City's IT budget of approximately $90 million, including management of contracts for outsourced IT services (data center, help desk and desktop support, data and voice networks, and application development and maintenance services); providing enterprise-wide IT strategic direction; creating and implementing IT standards, operational policies, and procedures; coordinating major City-wide IT initiatives; and managing the City's public and internal web sites.

The Position

The **IT Vendor/Sourcing Manager** reports to the Information Technology Director and is responsible for developing and maintaining IT Sourcing Strategies & principles; managing the sourcing roadmap; managing sourcing program communications & education; fostering senior management relationship (between Provider and City); setting relationship goals & objectives; and managing SLAs.

Set Relationship Goals & Objectives – Overall

- Gains bi-lateral agreement on measurable service objectives and project milestones to be reached over a defined period of time

Manage Escalations– Overall

- Addresses issues—contractually stated or otherwise—with the provider
- Works to help provider fix and permanently overcome contract issues

Manage Provider Relationship – Overall

- Meets regularly with provider to address operational services issues and seeks improvement in the overall working relationship
- Acts as gatekeeper to the broader City of San Diego organization on all services and delivery operations

Oversee Service Delivery Compliance

- Through subordinate managers, oversees day to day provision of services by provider to ensure compliant operational performance

Manage Operational IS Relationship with City of San Diego Business Users

- Communicates project services issues and changes to affected City of San Diego managers
- Works with user community to help ensure services match business needs

Qualifications:

The ideal candidate will possess the following minimum qualifications:

- Demonstrated ability to manage highly complex technical contracts from negotiation through completion and close-out
- Demonstrated ability to develop and maintain positive working relationships with contracted vendors and the business customers receiving the vendor services
- Current working knowledge of and experience in general information technology systems and IT industry trends including information security;
- Demonstrated business and political acumen to work effectively with the public, other agencies, businesses, and elected officials;
- Ability to balance between competing priorities with externally imposed deadlines;
- Strong interpersonal and leadership skills, with the demonstrated ability to successfully interact with a wide variety of stakeholders (e.g., subordinates, co-workers/peers, managers, and executives) and work cooperatively toward commonly supported solutions;
- Excellent written and verbal communications skills; and
- A commitment to public service, fiscal responsibility, and innovation in government.

Any combination of education and experience that demonstrates these qualifications may be qualifying. Possession of a Bachelor's Degree in information systems/technology, computer science, information security, business administration, public administration or a related field **and** a minimum of five (5) years of supervisory or managerial experience in information technology contract/vendor management, is required. Experience in working with complex systems and projects, requiring motivation and interaction with a wide variety of team/group members, is required. At least three years of public sector experience is highly desirable. A Master's Degree or advanced education in information technology or information security is highly desirable.

Management Benefits:

The successful candidate will be eligible for participation in the City's Flexible Benefits Plan that offers several optional benefit plans or a taxable cash option; $50,000 in City-paid life insurance; paid annual leave accruing at 22 days per year for the 1st through the 15th year of service; defined benefit City retirement with CalPERS reciprocity for those with eligible service; and a mandatory 1% contribution to the 401(a) plan and .25% contribution to a retiree medical trust with a City match to each; and optional deferred compensation (457) and 401(k) programs.

Retirement benefits for current City employees may differ from this unclassified position. For further information, contact Risk Management at (619) 236-6600. The benefits currently offered to employees may be subject to future modifications.

Selection Process:

To be considered for this position, please submit the following: your current resume, a letter of interest highlighting your relevant work experience and a list of three work-related references – sending via Email to the Human Resources Department at HumanResources@sandiego.gov, or two copies of the requested materials when using City inter-office mail to MS 56 in an envelope marked ***"CONFIDENTIAL: Unclassified Recruitment – Recruiting Title"*** or sending by US Mail to:

City of San Diego
Human Resources Department
1200 Third Avenue, Suite 1316
San Diego, CA 92101

Following the closing date, resumes will be screened according to the qualifications outlined above. The most qualified candidates will be invited to a screening interview. Finalist interviews will be held with a City of San Diego selection committee.

If you have any questions, please contact the City's Human Resources Department at (619) 236-6313.

The City of San Diego has an active Equal Opportunity/ADA Program for employment and vigorously supports diversity in the workplace.

SCOTT CHADWICK
Human Resources Director

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