



Chief Information and Innovation Officer (CIIO)





About the Community

Centrally located in the Triangle area of North Carolina, Wake County is one of the fastest-growing areas in the nation and the most populous county in the state with approximately 1,112,000 residents. The County was founded in 1771, currently encompasses about 860 square miles, and is the center of the state government, with the Capitol Building, legislature, and many government offices located in Raleigh, the County seat. Wake County is a thriving community whose population has grown approximately 142% since 1990, 52% since 2000, 14% since 2010 and is forecasted to maintain substantial growth of approximately 25,000 new residents per year for the next few decades.

Wake County is part of the Research Triangle Park, one of the nation's largest planned research development communities. It has received national and international rankings and accolades from publications such as *Money*, *Fortune* and *Time* magazines as being one of the best places to live and work, best business climates, and best places to earn a world-class education, among others. The region is home to some of the world's largest corporations as well as many start-up businesses. Because of the business-friendly environment, the County has a diverse economy representing a variety of industries.

Quality of life is a priority in Wake County. While highly recognized for stability, prosperity, and growth, Wake County also has unique neighborhoods and a family of communities steeped in history and tradition, as well as a blend of diverse people from worldwide locations. The community offers all the amenities of big-city life without the high cost of living along with a unique mix of urban and rural small towns, providing something for every lifestyle.

The County has 12 core municipalities, the largest of which is Raleigh (pop. approximately 439,000). County amenities include beautiful parks and trails, festivals, arts, and cultural events, thriving downtowns and quaint main streets, competitive college sports, minor league baseball, and a professional hockey team, all accessible within the 12 municipalities and the larger Research Triangle region.

Wake County's location affords great access to the Research Triangle Park, major transportation hubs, and the Raleigh-Durham International Airport. There is something for everyone in Wake County, winters are mild, and summers are warm. Located in central North Carolina, Wake County is within an easy drive to the Atlantic beaches and the Blue Ridge mountains.

The Opportunity

- Do you have a track record in innovation?
- Are you a tech leader and experienced in safeguarding an organization's information?
- Are you an enthusiastic organizational storyteller?
- Do you thrive on expectations of excellent customer service and walk the talk?
- Have you led strategic planning and performance efforts to ensure achievement of results?

Joining Wake County's leadership team to lead departments that carry out the County's information, innovation, strategic planning, and performance management initiatives and services should be a 2021 career goal if the answer to these questions is "yes."

Wake County, North Carolina is seeking its next **Chief Information and Innovation Officer (CIIO)** which is equivalent to a Deputy Manager role. Effective acquisition, management, and communication of information are critical for Wake County to fulfill its potential and realize its aspirations. *We are not looking for a traditional CIO, CTO, CMO, or PIO.* The next CIIO is someone with unique skills and talents whose portfolio surrounds information activities including strategy, security, delivery, and evaluation. The successful candidate will lead efforts in the application of innovation using best practices and technology to achieve the Board of Commissioners' goals for Wake County by serving as a catalyst to ensure success through process.

Organization Overview

Wake County has a commissioner/manager form of government. The seven members of the Board of Commissioners are elected county-wide on a partisan basis and serve two-year terms. The County is regarded as a fiscally responsible and well-managed government. The County's FY 2021 General Fund budget is \$1.47 billion, and the County has approximately 4,350 employees who serve the citizens of Wake County across more than 20 departments. The County has a seven-year capital plan totaling \$3.8 billion. Wake County Government was recently named the 2nd Healthiest Workplace in America for 2018. The County government provides services ranging from animal control to zoning, and support for quality public education, working with an elected Board of Education and appointed school superintendent.

Portfolio and Position Overview

Reporting to the County Manager, this position serves as the key advisor and strategist to County Management and the Board of Commissioners on all matters of innovation, technology, communications, and performance management. The position also provides executive leadership to the City-County Bureau of Identification (CCBI), Communications Department, Information Services Department, Innovation Office and Performance Management program. The position also represents the County in regional public safety communication efforts and leads the County's community broadband initiatives. An essential responsibility in this age of cybersecurity breaches is to safeguard the County's technology resources, assets, systems, and data through a comprehensive information security program. The portfolio of four departments includes 203 FTE employees and a budget of \$20M. Carrying out goals requires innovation in partnerships and collaboration across traditional boundaries.



Key Position Priorities

- Respond realistically, proactively, and creatively to the impacts of COVID-19 on effective service delivery to Wake County citizens, employees, and visitors.
- Provide leadership to Wake 2.0, an initiative that will provide the blueprint for how the County can utilize remote working moving forward.
- Lead, with stakeholders, the branding and communication of Wake County's story.
- Support staff to have passion for the Wake County vision, meet high standards of performance, work together in a unified fashion, and collaborate with partners to meet strategic goals.
- Continue to embed innovation in the organization, constantly evaluating practices and seeking to achieve optimal solutions for service delivery.
- Oversee the County's Strategic Plan and Performance Management Development.
- Demonstrate the ability to lead an integrated "corporate" communication strategy while meeting the specialized marketing and communication needs of the County's diverse, individual service lines. The individual parts matter and the whole must be more than just the sum.





The successful candidate:

- is a respected and skillful leader who is able to effectively recruit, retain, manage, develop, and engage talented staff;
- has a track record of building and achieving results through high performing, cross-agency teams that are entrepreneurial, creative, and high energy;
- assertively advocates for the needs of Wake County commissioners, clients, community members, and employees with key stakeholders and decision-makers who influence policy, laws, and funding;
- has a track record of building and supporting trusting relationships with large, highly engaged, and professional independent news media;
- is an effective influencer who matches goals, data, and strategy to aid decision-makers in understanding needs and resources needed to improve service delivery;
- expands and enhances a culture of excellent customer service for all stakeholders;
- has a track record of effectively breaking down silos and barriers while building bridges and paths to solutions in partnership with others;
- is an analytical and strategic thinker who creates and applies performance metrics, ensures the effective collection and evaluation of data, and objectively measures department performance against mission-critical goals;
- excels in a fast-paced, highly transparent environment;
- is experienced in developing, managing and coordinating a budget that consists of funds from multiple sources; and,
- communicates excellently both verbally and in writing to translate complex issues into understandable concepts for a variety of audiences.



Minimum Qualifications

Bachelor's in Public Administration, Business Administration, or closely related field, and eight (8) years of progressively responsible experience in public administration management.

Preferred Qualifications

- Master's degree in Public Administration, Business Administration, or a closely related field.
- Progressive experience within one or more of the portfolio departments.
- Experience with Lean Process Improvement or a similar strategic process improvement model is highly desirable along with a proven track record in succession planning, accountability at all levels, and technology innovation in service delivery.
- 10 or more years of progressively responsible and innovative experience in public administration and at least five (5) years of senior-level management experience at the level of Major Department Head, Deputy/Assistant, or City/County Manager. The successful candidate should have experience working directly with a comparable local government organization.

Compensation

The hiring range is \$170,000 to \$190,000. Final salary will be based on experience and combined with a generous benefits package. The county offers outstanding benefits. For more information visit: <http://www.wakegov.com/employment/benefits/Documents/Employee%20Benefits%20Guide.pdf>.

Application and Selection Process

To apply, go to <https://agency.governmentjobs.com/developmentalassociates/default.cfm> and click on the – Chief Information and Innovation Officer – Wake County link. To learn more about the selection process, visit [Client Openings](#) (or copy and paste into your browser: <https://developmentalassociates.com/client-openings/>). It is not sufficient to send only a resume.

Resumes and cover letters should be uploaded with the application. Application review begins February 25, 2021. Finalists will participate in virtual interviews and skill assessments on April 8-9, 2021. This requires about 3-4 hours of time, not including preparation. Interviews with the Leadership team will follow at a subsequent time. Applicants are encouraged to hold these dates should they be invited to participate.

All inquiries should be emailed to hireing@developmentalassociates.com. Wake County is an Equal Opportunity Employer.

Developmental Associates, LLC is managing the recruitment and selection process for this position.

