

INFORMATION TECHNOLOGY DIRECTOR/ CHIEF INFORMATION OFFICER



THE COMMUNITY

Nestled between the Santa Cruz Mountains and San Francisco Bay, Mountain View is a diverse community with an estimated population of 83,601. Mountain View spans just over 12 square miles, encompassing more than 1,000 acres of parks and open space, including the 750-acre wildlife and recreation area known as Shoreline at Mountain View. In the heart of Silicon Valley, Mountain View is home to an attractive downtown area and headquarters of many nationally and internationally known corporations, including Google, Microsoft, LinkedIn, Intuit, Waymo, and other major technology companies, as well as a thriving small-business sector. Mountain View has also quickly become a hub for autonomous vehicle and drone delivery ventures. While leading the region in innovation and ideas, Mountain View remains committed to the value of strong neighborhoods and community involvement.

The City of Mountain View prides itself on providing exceptional public services and facilities that meet the needs of a caring and diverse community in a financially responsible manner. In the heart of the City, Mountain View's vibrant and pedestrian-friendly downtown offers a wide range of attractions, including numerous restaurants and retail stores, cultural events, concerts, and a weekly farmers' market. The City has turned three blocks of downtown into a permanent pedestrian mall, creating a great visitor experience. The Civic Center, built around Pioneer Park, has one of the finest performing arts facilities in Northern California, and a 60,000-square-foot, state-of-the-art Public Library.

Mountain View's 46 City parks and extensive trail system provide an array of opportunities for recreation and active living. Shoreline at Mountain View is a regional park with stunning views along San Francisco Bay, featuring an 18-hole golf course, sailing lake, restaurant, and 9.7 miles of trail. Shoreline Amphitheatre boasts an exciting concert season, bringing top-name performers to Mountain View.

The City has an impressive safety record and is regarded as one of the safest and best places to live and work in the

Bay Area. The community is served by excellent public and private schools and is in proximity to some of the best universities in the nation, including Stanford, Santa Clara University, UC Berkeley, UC Santa Cruz, San Jose State, and Carnegie Mellon-West.

CITY GOVERNMENT

The City of Mountain View is a forward-thinking, full-service city operating under the Council/Manager form of government. The seven Councilmembers are elected at large to staggered four-year terms, with elections held in even-numbered years. The Mayor and Vice Mayor rotate annually among the Councilmembers. Mountain View City Council has a well-earned reputation for demonstrating good governance, embracing innovation, taking the lead on challenging regional and state policy issues, working together with civility, and treating community members and City staff with respect and appreciation.

The Council has adopted a Strategic Plan to guide the City through the next two fiscal years, focusing on seven priorities: Community for All, Intentional Development and Housing Options, Mobility and Connectivity, Sustainability and Climate Resiliency, Livability and Quality of Life, Economic Vitality, and Organizational Strength and Good Governance.

The City Council appoints the City Manager, who implements the strategic direction and manages the day-to-day operations of the City government. The City Council appointed Kimbra McCarthy as City Manager in March 2020. Under her leadership, the City organization has undergone a positive transformation, with a specific focus on enhancing its excellent organizational culture, fostering effective governance, and embracing a continuous improvement mindset. City Manager McCarthy has increased the organization's staffing levels and empowered employees to take bold, strategic steps to evolve the organization and implement unprecedented programs to better serve the Mountain View community.

Mountain View's sound fiscal practices, strong budget discipline, and diversified revenue streams have allowed the City to

maintain its AAA credit rating and remain resilient amid economic uncertainty. In fiscal year 2025-26, the City's expenditure budget is \$648.9 million, with over 712 employees citywide. The City is very intentional regarding maintaining a robust and vibrant organizational culture. This demanding yet rewarding environment is suitable for professionals who are at, or striving to be, at the top of their game, as this mid-size city performs more like a larger metropolitan municipality.

INFORMATION TECHNOLOGY DEPARTMENT

The Information Technology Department plans, manages, and maintains the City's information systems, communication networks, and telecommunications infrastructure. Its core services encompass systems analysis and design, project management, computer operations, equipment maintenance, software selection, vendor management, and website development and support. The Department is supported by 25 FTEs, including an Assistant Director, supplemented by limited-period staff and consultants. The FY 2025-26 budget is \$11.3 million.

The Department plays a central role in advancing the City Manager's organizational vision. The City's long-standing success is rooted in the ingenuity and innovation of its employees, and the organization of tomorrow must continue embracing operational efficiencies, process improvements, and new ways of working. Many of these improvements rely directly on the capabilities, leadership, and strategic direction of the CIO and the Department.

To enable this work, the City Manager's Office has consistently supported the Department's evolution, including adding new positions when needed, authorizing limited-period staffing to accelerate projects, and engaging consultants to supplement specialized expertise. This commitment positions the incoming CIO to drive transformative initiatives with strong organizational backing and a clear mandate for innovation.

THE POSITION

The City is launching this recruitment as the long-term CIO prepares to retire after 12 years of service. The IT Department reflects a strong, high-performing team, creating an opportunity for the next CIO to guide the organization into its next era of rapidly evolving technology.

Reporting to the Assistant City Manager for internal operations, the CIO will serve as the organization's catalyst for technology innovation, shaping the City's strategic vision for digital transformation, guiding thoughtful adoption of emerging technologies, and ensuring the organization remains secure, resilient, and future-ready.

Strategy, Innovation, and AI Leadership

The Department's Five-Year Strategic Plan charts a clear path for modernizing systems, strengthening cybersecurity, and advancing innovative, technology-enabled improvements across the organization. Current priorities include replacing or upgrading legacy applications that no longer meet users' needs; expanding automation to reduce manual, repetitive tasks; and implementing enterprise-level tools that streamline workflows and enhance customer experience.

The City is also taking a thoughtful, values-driven approach to emerging technologies. As a member of the national GovAI Coalition, the organization promotes ethical and purposeful Artificial Intelligence (AI) in local government. The City has adopted a Citywide AI Acceptable Use Policy, provided broad-based AI training, and is planning to evaluate opportunities for Robotic Process Automation (RPA) that can improve efficiency and free staff to focus on higher-value work. The new CIO will help guide the City's vision for the ethical use of AI to enhance citywide operations.

Current and Future Projects

- Finish implementation of a new customer management and utility billing system (Cayenta)
- Select and implement a work order/asset management system
- Acquire and implement a citywide land management software system
- Acquire and implement a contract management system
- Implement a new agenda management system
- Continue to promote responsible and purposeful AI integration and establish safeguards for its responsible use

THE IDEAL CANDIDATE

The City is seeking a forward-thinking, relationship-driven Chief Information Officer who brings both strategic leadership and hands-on engagement to a dynamic, full-service municipal organization. The ideal candidate will be an active partner to the City Manager, executive team, and all operating departments, someone who understands that technology is a service and that IT success is measured through the success of the organization it supports.

This leader will be collaborative, approachable, and deeply engaged with colleagues at every level. The CIO will work creatively to identify pathways that align with departmental goals while upholding security, sound technology standards, and responsible stewardship of public resources. They will be a problem-solver who brings curiosity, adaptability, and a strong customer-service mindset to every challenge.

Experience in local government is highly valued, as it provides a solid understanding of how a full-service city functions, including the workflows and operational demands of departments such as police, fire, utilities, finance, public works,

community development, and community services. This perspective also equips the CIO to navigate labor relations, manage organizational change thoughtfully, and support a workforce that includes both represented and non-represented employees.

The selected candidate will be a trusted advisor to the Assistant City Manager and City Manager, who is respected for their integrity, transparency, and steady judgment. They will serve as an internal coach and mentor, investing in the development of the IT team and guiding staff as the department adopts new systems, tools, and approaches to work. The successful CIO must be able to articulate a compelling vision for the future while also rolling up their sleeves to help implement it.

Given the City's ambitious technology agenda, the ideal candidate must be adept at leading multiple complex system implementations simultaneously, balancing long-term strategy with short-term execution. Strong administrative and management skills are essential, including budgeting, procurement, contract oversight, and performance monitoring. The CIO must also be comfortable participating in and supporting public meetings, as well as presenting complex information to elected officials in a clear and accessible manner.

Above all, the City is seeking a CIO who is both a visionary and a doer, someone who thrives in a fast-paced environment, supports innovation across departments, and ensures that technology remains a powerful driver of organizational efficiency, community service, and continuous improvement.

This position requires five years of increasingly responsible experience in information systems, computer systems and analysis, strategic planning and project management, and administering technical services, with at least three years of management experience involving direct supervision of technical staff. A bachelor's degree in computer science, information technology, information systems, or a related field is also required. A master's degree is highly desirable, and certifications in Change Management, Project Management, and/or IT Infrastructure are desirable.

COMPENSATION & BENEFITS

The standard salary range for this position is \$238,924 - \$298,656, with the City Manager considering compensation up to \$328,521. Salary growth after appointment is in accordance with the pay-for-performance plan, and increases may be awarded annually for meritorious performance.

The City also offers a highly competitive benefits package that includes the following:

Flexible/Hybrid Work Schedule: Flexibility will be offered for telecommuting or alternate work schedules after the successful candidate is established in the position, while recognizing the importance of visibility and relationship building for this role within the City organization.

Retirement: 2.7% at 55 years of age for CalPERS classic members and 2% at 62 for CalPERS new members; employee contribution to CalPERS is 11.5% for classic members and 10.5% for new members for fiscal year 2025-26; with no Social Security deduction.

Special Pay: \$595 per month.

Vacation Leave: Up to 24 days annually, depending on years of public service. Annual vacation cash-out program available.

Sick Leave: Accrues 12 days per year. An additional 8 hours of vacation leave is granted for each quarter when sick leave is not used.

Management Leave: Accrual up to 15 days per fiscal year (120 hours); paid out at the end of fiscal year if not used.

Deferred Compensation: A deferred compensation plan is available for voluntary employee contributions with a one-time City contribution of \$2,500 for employees on January 1, 2027.

Health Insurance: The City offers a choice of four medical plans (two HMO plans, one HDHP/HSA, and one PPO) through Health Net and Kaiser. The City pays the full premium for vision coverage and full dental premiums for the employee plus a

significant portion of dependent coverage. Short and long-term disability, life, and accidental death and dismemberment insurances are provided and paid for by the City.

Wellness: Wellness-minded culture includes access to an on-site employee gym and incentive pay for participating in the City's wellness program.

Paid Parental Leave: Up to 8 weeks of paid leave for the birth, adoption, or fostering of a child.

Commute Incentives: Up to \$150/month City contribution for mass transit expenses, with \$10/month minimum employee contribution, and a bicycle commute incentive.

Tuition Reimbursement: Up to \$2,000 in tuition reimbursement for education advancement annually with a one-time opportunity for up to \$20,000 for the completion of a job-related bachelor's or master's degree or approved leadership program.

Retiree Health Plan: Employees can participate in a defined benefit or a defined contribution retiree health plan.

Housing: Low-interest loan options are available to assist with purchasing a primary residence in, or within a 10-mile radius of, Mountain View.

Relocation: Relocation assistance may be provided.

Other Benefits: City offers an Employee Assistance Program (EAP), IRS Section 125 flexible benefits, and pretax childcare.

APPLICATION & SELECTION PROCESS

The closing date for this recruitment is **midnight, Sunday, January 25, 2026**. To be considered for this opportunity, upload a compelling cover letter, resume, and list of six professional references using the "Apply Now" feature at www.tbcrecruiting.com. This is a confidential process and will be handled accordingly throughout the various stages of the process.

TB&CO.

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www.tbcrecruiting.com

After the closing date, the consultants will conduct preliminary interviews with applicants who have the most relevant qualifications. Candidates deemed to be the best qualified will be invited to participate in additional interviews and a meeting with the City Manager. The City anticipates making an appointment in a timely manner, once negotiations, background, and reference checks are completed. Please note that references will not be contacted until mutual interest has been established.

