

CHIEF INFORMATION OFFICER

Lubbock, Texas



“IT’S OUR CITY”

Lubbock, Texas, is the heart of West Texas with a population of over 250,000 residents, known for its rich cultural scene, diverse economy, and strong sense of community. The city is home to Texas Tech University, which contributes to its status as an educational and medical hub. Lubbock’s strong economy is grounded in agriculture, manufacturing, wholesale and retail trade, government, education, healthcare, and technology. The city prides itself on its progressive approach to public service and is committed to leveraging technology to enhance the quality of life for its citizens.

OUR VIBRANT COLLEGE TOWN

Lubbock is home to more than 52,000 college students and nearly 13,200 college graduates annually, a number that continues to grow each year. With four universities (Texas Tech University, Texas Tech University Health Sciences Center, Lubbock Christian University, and Wayland Baptist University) and one of the state’s strongest community colleges (South Plains College), there is a continual flow of eager and well-trained individuals entering the workforce. The labor force in Lubbock is distributed over a wide variety of industries and contains a diverse set of skills and knowledge.



#LiveLoveLubbock

265 DAYS OF SUNSHINE ANNUALLY

10th LARGEST CITY IN TEXAS

31 MEDIAN AGE

178,350 MEDIAN HOME PRICE

#1 BEST CITY FOR COLLEGE GRADUATES! Ranked by SmartAsset (2023)

OUR LOCATION & ACCESSIBILITY

Lubbock is home to the Lubbock Preston Smith International Airport, which provides major carrier service across the country and around the world. More than 60 commercial arrivals and departures take place each day serving 1.2 million travelers annually. Major interstates and highways, including Interstate 27, connect the city to two major east-west Interstate systems: Interstate 20 and Interstate 40.

OUR AMENITIES & EXCEPTIONAL QUALITY OF LIFE

With live music venues, one-of-a-kind boutiques, nearly 1,000 restaurants and a thriving arts scene, locals have access to everything from world class museums to Broadway productions, Lubbock's First Friday Art Trail, family friendly parks, golf courses, wineries, breweries, and much more!

Visit [Life in Lubbock](#) for more information about the exceptional quality of life in our community!

OUR ORGANIZATION

The City of Lubbock is a home rule city operating with a council-manager form of government. The City Council is comprised of the Mayor, elected at-large and serving a two-year term, and six City Council Members representing single-member districts and serving staggered, four-year terms. The Municipal Court Judge is elected at-large and serves a four-year term.

The City Council appoints a professional City Manager responsible for leading the organization and managing the day-to-day operations. The City Council also appoints the City Attorney and City Secretary. All three appointed positions serve at the pleasure of the City Council.

The City offers a full array of municipal services provided by approximately 2,400 staff members and a FY 2023-24 budget of \$960 million, supported by an ad valorem tax rate of \$0.480164 per \$100 of assessed value. The City has been awarded the Government Finance Officers Association's Distinguished Budget Presentation Award more than 30 times.

Capital Projects

Public Safety CAD, Mobile & RMS Software

In-Car & Body Worn Camera Systems

Cyber Security Infrastructure Improvements

Fire Station Paging & Alerting Replacement

Regional 800Mhz Radio System Improvements

Upgrade of Existing VoIP Telephone System

Upgrade of Existing Financial System



OUR CURRENT OPPORTUNITY

The Department of Information Technology is responsible for managing the City's system and technology needs providing service in the following operational areas:

- Administration, Budget, Contract Compliance
- Information Security
- Infrastructure Division (Infrastructure Services, Communication Services/Radio Shop)
- Operations Division (Application Services, Support Services, Public Safety Services, GIS & Data Services)

Reporting to the Assistant City Manager, Lubbock's Chief Information Officer (CIO) is a key member of the City's executive leadership team responsible for developing a vision and executing a strategy for optimizing the use of technology to support the City's mission and Council priorities while advancing best business practices and prioritizing protection of the City's digital assets. Direct reports include two Division Directors, Manager of Information Security, and IT Budget Coordinator. The Department employs 60 FTE's, has an annual operating budget of \$16.2MM and an \$8.8MM CIP. Internal Service Funds include: Information Technology Telecommunications, Radio Shop, and GIS & Data Services.

This vacancy is a result of Lubbock's current CIO, James Brown, announcing his retirement after 30+ years of dedicated service to multiple communities in the state of Texas.



DEPARTMENT MISSION

To be the technology leader in the local government community, while exceeding the service expectations of our customers (citizens, visitors, and employees) through the innovative and cost-effective application of technology.

DEPARTMENT GOALS

Provide exceptional customer service to our citizens and customers.

Develop and maintain a secure and reliable digital infrastructure upon which to efficiently conduct city business operations today and in the future.

Build partnerships with city departments and key stakeholders to improve business processes by thoroughly understanding business needs by planning, implementing, and managing the best information technology solutions available.

Offer training and educational opportunities for employees to maintain up-to-date technology skills.



POSITION PRIORITIES

Lubbock's new CIO will work with the Information Technology Team and Senior Leadership to continue the good work already underway in the following areas of focus:

STRATEGIC STAFFING

- Development and execution of comprehensive strategies that ensure a forward-looking approach to workforce planning to attract and retain top talent.

STRATEGIC OPERATIONS

- Decommissioning and relocation of the City's Primary Data Center.
- Implementation of year three of the five-year strategic plan that establishes the technological vision and strategy for the City.
- Provide technological leadership in support of Public Safety and all City departments.
- Provide coordination for all cybersecurity and critical infrastructure protection initiatives.

CYBERSECURITY

- Provide fast, safe, reliable and redundant internet service to the City of Lubbock to support its increasing Cloud presence.
- Provide ongoing updates and improvements to Storage Area Networks (SAN).
- Support safe and informed usage of City systems through ongoing cyber security training for staff.

INFRASTRUCTURE SERVICES

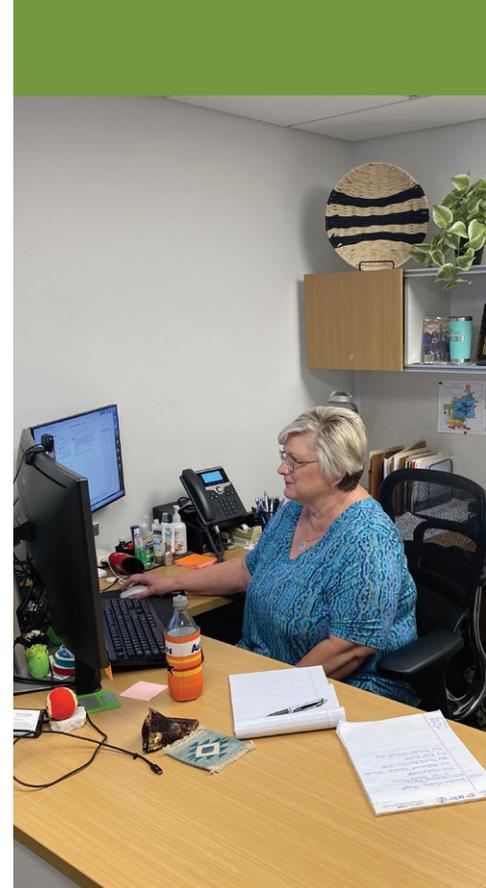
- Provide ongoing updates and improvements to Storage Area Networks (SAN).
- Provide fast, safe, reliable, and redundant internet service to the City of Lubbock with both fiber and wireless links to support its increasing cloud presence.
- Continue to provide both fiber optic and wireless connections to City facilities to reduce reliance on cable modems and leased circuits.

APPLICATION SERVICES

- Complete the implementation of Microsoft Office 365 cloud-based services.
- Complete a major version upgrade of the City's primary financial management software system.

COMMUNICATION SERVICES

- Complete an upgrade of the hardware and software supporting the enterprise VoIP phone system and continue expanding the system to all City facilities.
- Installation of new microwave network hardware components in support of the regional 800MHz radio system.
- Selection, purchase and implementation of a new Fire Station alerting system.



IDEAL CANDIDATE

The ideal candidate for this position will have a successful track record of aligning technology initiatives with strategic goals, ensuring the security and efficiency of systems and providing excellent customer service to both internal and external stakeholders.

Key Strengths Include:

- Seeking to understand user needs and communicate proactively to keep stakeholders informed about IT services, upgrades, and outages.
- Experience in talent acquisition and retention strategies; a track record of building and leading high-performing IT teams and fostering a positive work environment that recognizes the contributions of all.
- Demonstrated ability to lead by example, with a hands-on approach to solving complex IT issues while also empowering team members ensuring a balance of productivity and growth.
- Proven experience in streamlining IT operations, reducing redundancies, and improving service delivery.
- A strategic mindset focused on leveraging technology to enhance productivity and reduce operational costs.
- Strong strategic planning skills to align IT initiatives with the city's long-term goals and the IT Master Strategic Plan.
- Ability to think critically and creatively to anticipate future IT needs and adapt to emerging technologies.
- Expertise in cybersecurity best practices, with a commitment to protecting the city's digital assets and conducting regular risk assessments.



EDUCATION & EXPERIENCE

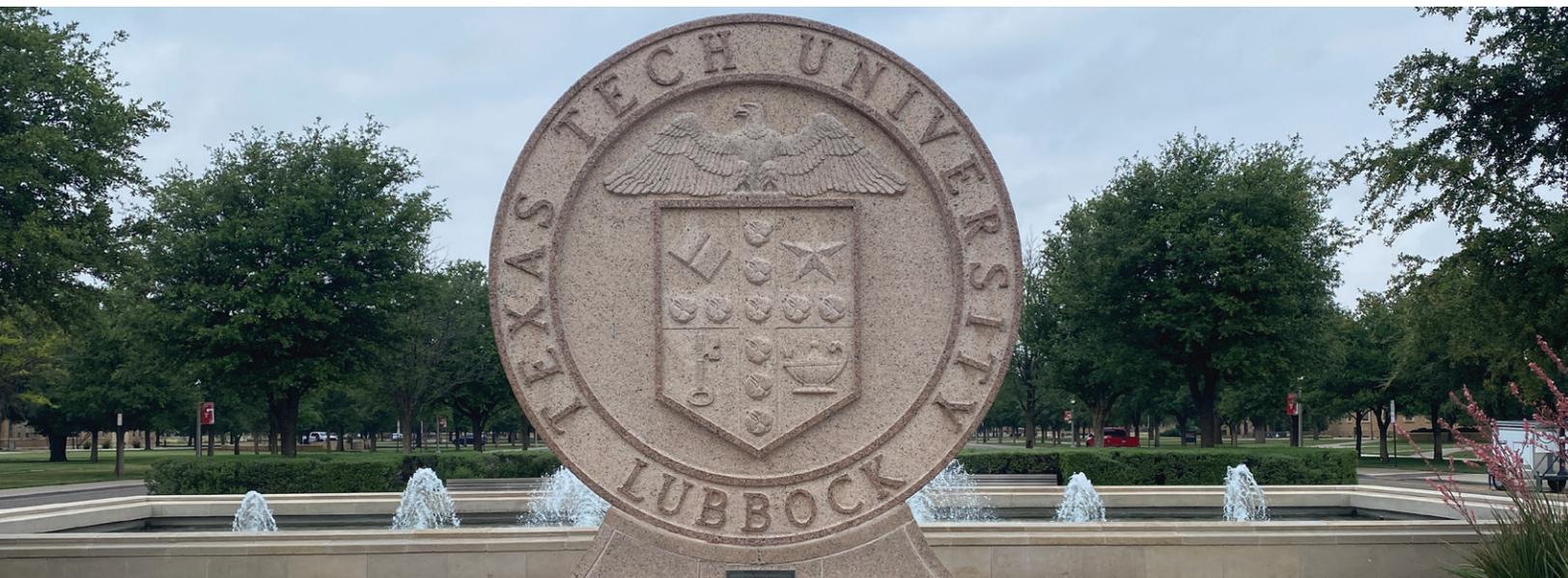
Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field and five to seven years of increasingly responsible management/administrative experience in a senior IT management role, with a track record of leading successful IT initiatives and managing complex IT projects.

An equivalent combination of education, training and experience that provides the required knowledge, skills and abilities may be considered.

COMPENSATION & BENEFITS

The salary range for this position is \$120,718 to \$181,077 with starting salary dependent upon experience and qualifications. The City's generous benefit package includes:

- **RELOCATION ASSISTANCE** - Negotiable.
- **RETIREMENT/PENSION** - The City participates in the Texas Municipal Retirement System (TMRS) with a 7% required employee contribution and municipal matching ratio of 2:1.
- **MEDICAL & DENTAL** - Administered through BlueCross BlueShield of Texas (BCBSTX).
- **VISION** - Administered through Davis Vision Plan.
- **PAID HOLIDAYS** - 11 paid holidays per year.
- **PAID VACATION LEAVE** - The City of Lubbock provides paid leave and other benefits to help employees achieve work-life balance and support their overall well-being. Full-time employees accrue paid vacation leave at a rate of 3.08 hours per pay period for the first five years while increasing every year after.
- **STABILITY PAY** - Stability payment is made at the end of each calendar year for actively employed regular full-time employees who have completed three (3) or more calendar years of continuous service.
- **PAID SICK LEAVE** - Employees in full-time positions are eligible for sick leave with full pay for fifteen (15) working days per year.
- **PLUS** - Premium Only Flex Plan, Long-Term Disability Insurance, Voluntary Deferred Compensation and more.
- **EDUCATION REIMBURSEMENT PROGRAM** - After the first six months of employment, full-time employees can receive financial assistance through the Education Reimbursement Program for college, vocational or educational certification, G.E.D. courses, or English as a second language. Approved degrees include associate's, bachelor's, and master's degrees.



This position has been determined to have close contact with, or control of Critical Infrastructure components. This position is subject to extensive background checks and random drug screening.

- No Class B Misdemeanor convictions within last 10 years.
- * No Class A Misdemeanor, Felony Convictions or Family Violence Conviction.

APPLICATION PROCESS

[Please apply online](#)

For more information on this position contact:

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562-575-6142



The City of Lubbock will not discriminate in our employment practices based on an applicant's race, ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information or status as a protected veteran.

RESOURCES

City of Lubbock

ci.lubbock.tx.us

Lubbock Chamber of Commerce

lubbockchamber.com

Lubbock Economic Development Alliance

lubbockeda.org

