

DIRECTOR OF INFORMATION TECHNOLOGY

TOWN OF LEESBURG, VIRGINIA





"HOMETOWN OF THE 21ST CENTURY"

THE TOWN OF LEESBURG, VIRGINIA is seeking an experienced professional to serve as Director of Information Technology. The successful candidate will lead a dedicated team of professionals to organize, plan and administer all aspects of information systems technology to support the activities of the Town government and its residents, from inception through planning to delivery. The Director of Information Technology reports to the Assistant Town Manager / CFO.

This recruitment profile provides background information on the community, its government operations, and aspirations. It also outlines the qualifications, experience, and characteristics desirable for the next Director of Information Technology.

Qualified candidates are encouraged to submit a cover letter and resume with salary expectations and professional references to the Berkley Group via email at doug.walker@bgllc.net. While the position is open until filled with **a first review of applications beginning on September 13, 2024**. Highly qualified candidates may be invited for interview at any time. Inquiries relating to the Director of Information Technology position may be directed to:

Doug Walker

Berkley Group, LLC

P.O. Box 181

Bridgewater, VA 22812

Email: doug.walker@bgllc.net

Mobile: (540) 325-0684





COMMUNITY

The Town of Leesburg was established in 1758 and is the **largest town** in the Commonwealth of Virginia with a population of 48,908 according to the 2020 U.S. Census. Leesburg is the center of government for Loudoun County, with the Loudoun County Courthouse and the County's main administrative offices located downtown. The Town sits on the border between the now-suburban eastern part of Loudoun County and the rural west, offering residents and visitors the best of both worlds. Home to a robust selection of shops, restaurants, and live music venues, Leesburg's historic downtown is one of the best preserved and most recognizable in Virginia. Outside of downtown, Leesburg boasts an impressive and diverse array of business districts and shopping centers, including the Village at Leesburg and the Leesburg Premium Outlets.



Leesburg offers residents a variety of residential choices, ranging from downtown apartments and condominiums to traditional townhomes and large estate homes. The Town's proximity to Washington, D.C., growing arts and music scene, abundant recreational opportunities, and Loudoun County's excellent public schools ensure that Leesburg will continue to grow for many years into the future.

Celebrated as one of "**2024's 10 Most Beautiful Small Towns in Virginia**," and home to the award-winning annual Flower and Garden Festival, Leesburg is recognized both as a favorite tourism destination and as a desirable place to live, work and play. Connected by over eight miles of trails, Leesburg's parks and recreational opportunities are second to none and include Ida Lee Park Recreation Center, a full-service recreation facility, Ida Lee Park Tennis Center, and the AV Symington Aquatic Center. The Thomas Balch Library, specializing in history and genealogy, provides programs and resources that cannot be found anywhere else. Leesburg is also home to the Leesburg Executive Airport, serving both business and recreational aviators. Charming neighborhoods, superior quality programs and services, safe streets, and a progressive government focused on a high level of customer service are all part of what Leesburg is today.



AN AWARD WINNING TOWN...

“2024’s 10 Most Beautiful Small Towns in Virginia” – WorldAtlas.com

Visit Loudoun Tourism Awards (2024)

Community Event of the Year – Flower & Garden Festival

Tourism Marketing Promotion/PR Campaign of the Year – Leesburg Loves Dogs

Loudoun’s Favorites, Loudoun Now (2024)

Favorite Community Festival - Flower & Garden Festival

Favorite Community Swimming Pool - A.V. Symington Aquatic Center/
Ida Lee

Favorite Community Center - Ida Lee Park Recreation Center

Favorite Historic Site - Downtown Leesburg

Favorite Park - Ida Lee Park

Favorite Recreation Center - Ida Lee Park Recreation Center

Favorite Tennis Instructor - Kyle Duncan, Ida Lee Park Tennis Center /
Runner-Up Mark Elliott

Best of Loudoun - Loudoun Times-Mirror (2024)

Best Recreation Center - Ida Lee Park Recreation Center

Best Youth Swimming Program Instruction - Ida Lee Park Recreation
Center

Best Community Event/Festival - Flower & Garden Festival / Runner-
Up First Friday

Best Date Spot - Downtown Leesburg

“20 Best Cheap Places to Travel” – Good Housekeeping (2023)

“Safest Cities in Virginia” - #6, Ramsey Solutions (2023)

“Fortune’s 25 Best Places to Live for Families” - #8, Fortune
Magazine (2022)

“Most Beautiful Town in Virginia” – TheTravel.com (2022)



TOWN GOVERNMENT

The Town of Leesburg operates under the Council-Manager form of government. The Town Council is the legislative body of Leesburg and is empowered by the Town Charter to make Town policy. The Council is composed of a Mayor and six Council Members elected at large on a non-partisan basis. The Mayor and elected Council set policy for the Town, approve the Town's budget, and hire the Town Manager, who is responsible for the day-to-day operations of the Town and carrying out Council's vision.

The Town of Leesburg has approximately 400 full-time equivalent employees, and a FY25 adopted budget of approximately \$160 million, including \$82.5 million for the General Fund, \$45.6 million for Utilities, and \$31.6 million for Capital Projects. The Town has comprehensive financial policies adopted by Town Council and is financially sound with a healthy fund balance. Leesburg's diverse economic base, steady growth, and strong management have earned the Town the highest credit rating possible for a municipal government: AAA ratings from all three major rating agencies (Fitch Ratings, Standard & Poor's, and Moody's) were issued in March 2024.

The Town of Leesburg is a dynamic organization, technology-forward, and committed to providing high quality digital services and exceptional customer service to its internal and external stakeholders. The Department's mission is to exceed the Town of Leesburg's residents' and employees' expectations in delivering accessible and reliable technology services - creating a greater good for the local community.



MISSION

The Town of Leesburg is dedicated to providing excellent municipal services that enhance the quality of life for our diverse community.

VISION

The Town of Leesburg will be a prosperous, fiscally sound, and family-oriented community with a full range of housing, business, cultural, and recreational opportunities in a safe and attractive environment for residents, businesses, and visitors.

WE VALUE

Our taxpayers, residents, customers, and employees

Development and empowerment of our employees to apply their knowledge, skills, and capabilities to support a culture of customer service excellence

Civic pride

Safe neighborhoods

Town culture and heritage

Entrepreneurship and innovation

Parks and open spaces

The Historic District (Downtown)

Fiscal responsibility

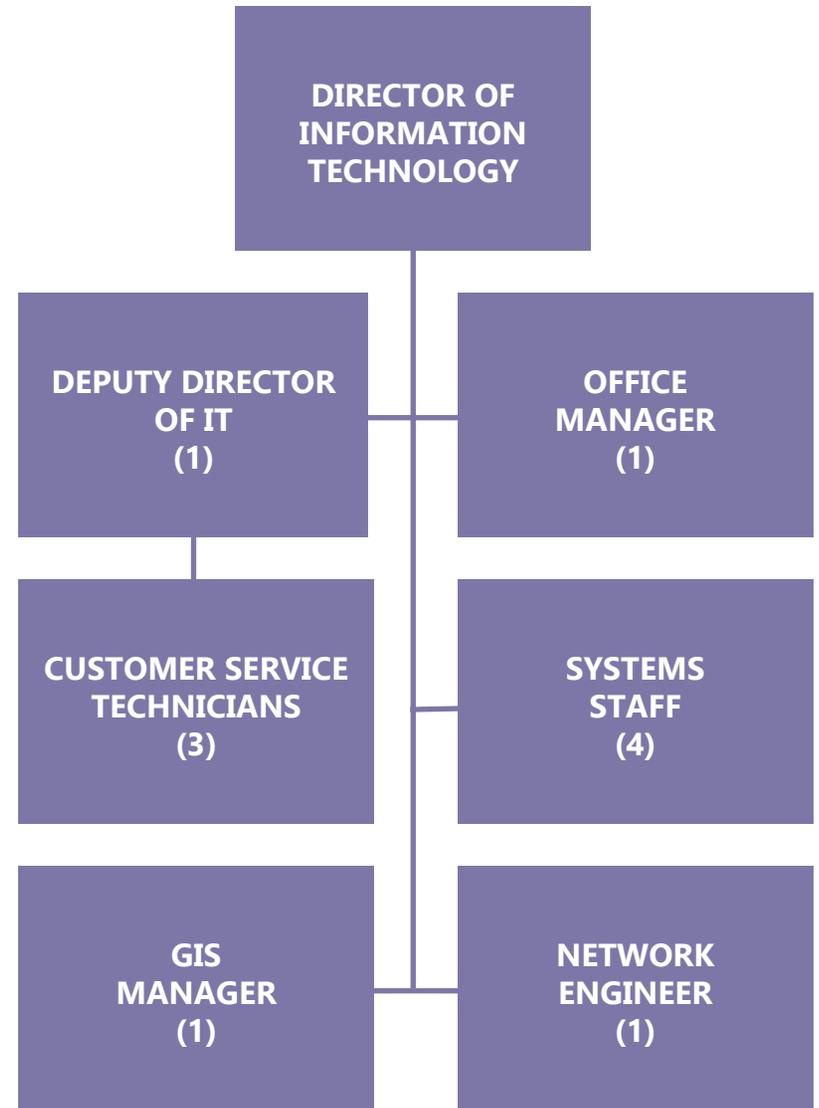
Accountability

IT DEPARTMENT

The Information Technology Department, with a total of twelve current staff positions, manages Town, Public Safety, and Utilities enterprise systems and information technology infrastructure. The Director reports to the Assistant Town Manager/CFO and currently supervises eight staff positions including the Deputy Director of IT. The Department partners with other Town departments to support technology enterprise implementations focusing on business process improvements. The IT Department also identifies new opportunities to automate and innovate Town services. IT supports expansion of technology use, identifies needs and provides advisory services to the departments. IT anticipates users' needs and proactively deploys scalable IT solutions. The IT Department supports its internal customers with the highest standards of customer service, security and system reliability, enterprise application support, mobile and desktop device fleet, teleconferencing and broadcasting facilities, project management and information technology training. Enterprise applications supported include Tyler Munis, GIS, Lucity, Laserfiche, SharePoint and Microsoft 365. The IT Department supports the Town by providing these technology functions:

Enterprise Applications	IT Infrastructure
Public Safety Applications	Networking and Telecommunications
GIS Services	Cybersecurity
IT Training	IT Advisory Services
IT Purchasing	IT Project Management
Phone System	Help Desk

Working with IT staff and in conjunction with the Town Manager, the citizen-led Technology and Communications Commission provides recommendations to the Town Council on the Town's information technology strategy, direction, and policy matters.



THE POSITION

The Director of Information Technology leads a dedicated team of professionals to organize, plan and administer all aspects of information systems technology to support the activities of the Town government and its residents, from inception through planning to delivery. Primary duties and responsibilities include the following:

- Serves as the project leader for departmental staff members during the implementation of new or upgraded business software systems.
- Serves as the primary point of contact with vendors for all major technology systems with the responsibility of monitoring the adherence to the terms of the contracts.
- Develops the Town-wide plan for scheduling technology implementations with consideration to budget, resources, and change management.
- Facilitates decisions by departmental staff on the investment, implementation, and use of technology to support their business objectives.
- Sets policy and procedures for exceptional communication between IT and the user base regarding system outages and service disruptions.
- Assists Human Resources and the Town Manager to update and establish personnel policies regarding the use of technology.
- Oversees the day-to-day operation of the Town's networks, databases, applications, cloud services, hardware, and other technology services managed by the IT Department.
- Maintains and operates a business continuity plan for the Town's IT resources.
- Manages the IT support operation with clearly defined goals and metrics for ensuring high levels of customer service.
- Develops Town information systems plans in alignment with the Town Manager's strategic plans, with special emphasis on the role of information in a municipal government.
- Cultivates a collegial and mutually supportive environment among staff to promote creativity, excellent customer service, and retention of talented staff.
- Supports continuing professional education and career enhancement opportunities for staff.
- Advises the Town Council and senior management on information technology, conducting research and presenting findings and recommendations, as necessary.
- Ensures information technology training is provided both for department staff and for Town staff needing information technology to accomplish their duties.
- Other duties as assigned





PRIORITIES

The Town has identified the following priorities for the incoming Director of Information Technology:

- Establish and sustain positive and constructive working relationships with internal and external stakeholders.
- Develop an Information Technology Strategic Plan and Governance Policy.
- Foster the development of the IT Department staff and plan for succession.
- Utilize technology to enhance the customer experience among other Town departments and for Town residents, businesses, and visitors.
- Develop and implement a cyber security strategy.
- Plan for continuity of operations in the event of an emergency.

QUALIFICATIONS, EDUCATION & EXPERIENCE

The following education and experience factors are the desired qualifications for successful performance:

- Bachelor's Degree in Information Technology, Information Systems, Computer Science, Business Administration or a related field, with a minimum of eight (8) years of progressively responsible experience in managing IT operations, including supervisory experience, or equivalent combination of education and experience.
- Master's degree in Information Technology, Information Systems, Computer Science, Business Administration or a related field preferred.
- Local government information technology experience preferred.
- Industry appropriate certifications are preferred including PMP, CGCIO, ITIL, CISM, CISA, CGEIT and Prosci CCP.
- Bilingual in English/Spanish preferred.

PERSONAL TRAITS & DESIRED CHARACTERISTICS

- Absolute integrity, ensuring ethical, equitable, honest, fair, and open interactions with members of the Council, community members, and all Town employees.
- Professionally competent, with confidence tempered by humility.
- A good steward of public funds; fiscally conservative, with a focus on improving the efficiency and accountability of Town operations.
- A sound, consistent decision maker, open to input from stakeholders, exhibiting good judgment, and decisive when appropriate. Able to identify potential risk without being deterred from acting.
- A visionary, open to different ways of thinking and new approaches. A creative and goal-oriented mindset.
- Flexible and adaptable while remaining consistent to high ethical standards and principles of good governance.
- Excellent communications and interpersonal skills, including the ability to listen effectively, understand differing views, and collaborate.
- Strong proactive, positive leadership skills within the government organization, the community, and the region; visionary, proactive, and decisive; able to integrate new ideas and facilitate the blending of differing points of view into a reasonable approach for community betterment.
- Approachable and empathetic with a customer service mindset.
- A role model, coach, and mentor for Town employees; dedicated to the professional development of staff; able to empower employees with a focus on excellent performance, collaboration, and accountability; able to build a competent staff team and to delegate responsibility.

PERFORMANCE EXPECTATIONS

- Immediate ability to engage with staff, Town Council, community leaders, and residents; review Town budget, department structure, policies and procedures, and to get up to speed on active projects.
- Evaluate and prioritize infrastructure needs and projects within the Town, including timelines, funding sources, and contracts.
- Be available and responsive to customer concerns and issues; encourage engagement and inclusion.
- Provide effective communications with all stakeholders presenting information in understandable form with a commitment to open and transparent government.
- Build strong and effective working relationships with Town departments.



COMPENSATION AND BENEFITS

Compensation for the Director of Information Technology is dependent upon qualifications and experience within a hiring range of \$175,000 - \$218,000 annually. The successful candidate will be provided the Town's benefits package including affordable health insurance coverage, participation in the Virginia Retirement System, an optional 457(b) retirement plan with a Town matching contribution, flexible spending accounts, voluntary benefits, employee assistance program (EAP), complementary membership to the Town's full-service recreation center, parental leave, and generous paid time off.

Visit the Town's website to learn more about employee benefits:

<https://www.leesburgva.gov/home/showdocument?id=41913&t=638568986120370145>

APPLICATION PROCESS

This position is open until filled with **a first review of applications beginning on September 13, 2024**. Timely submittal will ensure the most advantageous review. To be considered, please submit a cover letter and resume, with salary expectations and professional references to the Berkley Group via e-mail at doug.walker@bgllc.net. Questions may be directed to:

Doug Walker
Berkley Group, LLC
P.O. Box 181
Bridgewater, VA 22812
Email: doug.walker@bgllc.net
Mobile: (540) 325-0684

For additional information, please visit www.leesburgva.gov.

