

Director, Information & Technology



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**ORANGE COUNTY
REGISTRAR OF VOTERS**



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The Community

Orange County, California is the sixth most populous county in the United States. It is the second most densely populated county in the state, second only to San Francisco. The county is famous for its tourism, as the home of such attractions as Disneyland and Knott's Berry Farm, and several beaches along its more than 40 miles of coastline.

There is no defined urban center in Orange County (it is sometimes considered part of both the Los Angeles and San Diego metro areas). It is mostly suburban except for some traditionally urban areas at the centers of the older cities of Anaheim, Fullerton, Huntington Beach, Orange and Santa Ana. There are several edge city-style developments such as Irvine Business Center, Newport Center, and South Coast Metro.

The city of Santa Ana serves as the county seat, Anaheim as its main tourist destination, and Irvine as its major business and financial hub. All of these three Orange County cities have populations exceeding 200,000. Thirty-four incorporated cities are located in Orange County; the newest is Aliso Viejo, which was incorporated in 2001. Anaheim was the first city incorporated in Orange County, in 1870 when the region was still part of neighboring Los Angeles County.

The Registrar of Voters

The Registrar of Voters is responsible for conducting elections, verifying petitions and maintaining voter records in the County of Orange, the fifth largest voting jurisdiction in the United States with 1.4 million active registered voters.

The department is a county agency, which receives funding from the county's General Fund and periodic reimbursement from the federal government, the State of California and local jurisdictions. The Registrar of Voters' staff includes 49 full-time employees, numerous Election Aides (temporary and part-time staff), and thousands of volunteers representing the broad spectrum of Orange County's population.



The office has conducted more elections in a short period than at any other time since the County was established in 1889. The department is responsible for all components of election management, including voter registration, poll worker and polling place recruitment, ballot creation, voting system security, ballot processing and vote tallying, community outreach and education, and candidate services such as candidate filing and campaign finance.

The Orange County Registrar of Voters prides itself on being a leader in the international and national elections community - working to continually innovate and create new and better ways to serve the public. The department values creativity, originality, initiative and a strong dedication to customer service.

The Position and Ideal Candidate

The County of Orange Registrar of Voters (ROV), a nationally recognized and award-winning agency, is recruiting nationally for a highly experienced Information Technology (IT) professional to lead the IT department. This director-level position is responsible for the overall and day-to-day planning, organizing, and execution of all IT functions within the agency. The position requires a vision for the future, the ability to develop strong teams, and an individual well versed in strategic planning and working in a multidisciplinary organization.

The IT leader reports to the Registrar of Voters (executive), works closely with four senior managers on the operational team, and leads a team of 18 dedicated, highly-skilled IT and professional employees (including one manager) that implement prioritized short and long-term strategies that assist in accomplishing the ROV mission and vision.

The IT leader and his/her department carry out its responsibilities in a highly visible, heavily scrutinized environment. The Registrar of Voters' commitment to ensure a high-performing working environment is one of the

IT department's highest concerns. This is an exciting, stable opportunity with a variety of unprecedented challenges and opportunities for an experienced IT professional. This vacancy is due to the incumbent's relocation.

The Ideal Candidate

- Highly successful career and verifiable track record of leading an Information Technology division or team, embracing best practices and a constructive culture to effectively and efficiently achieve goals on time and on budget
- At least five (5) years of substantial management and leadership experience in a public or private information technology setting, with experience training, mentoring, delegating and ensuring accountability
- At least 5 years of responsible experience in information technology strategic planning, business applications consulting, complex IT systems and operations development, and/or re-engineering of business processes
- Strong knowledge of Hart Intercivic election technology
- Knowledge of elections regulations
- Experience working in a highly regulated setting
- Experience working collaboratively with governmental agencies
- High level of competency utilizing advanced database programs and applications
- Overall strong technical capabilities and an understanding of current information technology trends
- Self-starting, energetic, entrepreneurial, and results-oriented; high level of initiative

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- Committed to providing a culture that will inspire, motivate, and empower staff to achieve established goals and use constructive change to maximize both staff and advanced technology resources
- Creative and flexible problem solving and troubleshooting skills
- Strong communication and interpersonal skills with an ability to present technical information and concepts clearly, convincingly, and effectively both orally and in writing, at all levels of the organization and externally with our stakeholders
- Integrity and intellectual honesty; belief in the value and necessity of equity and diversity; cultural sensitivity
- Innovative technical skills to compliment a culture focused on developing applications; maintaining detailed databases; designing and maintaining web applications with additional skills in network applications
- Ability to successfully lead a team in a represented labor union environment
- A Bachelor's degree from an accredited college or university with major course work in computer science, engineering, information technology, public administration, economics or a related field. A Master's degree in business, computer science or public administration a strong plus.
- Systems Administration experience, including Windows Server
- Scripting experience, such as vbs, a plus
- Experience integrating large enterprise systems
- Experience with RDBMS and SQL a strong plus
- Knowledge of supporting n-tier web based applications and infrastructure including Application Servers, Web Servers (IIS, Apache, etc.), Web Services, XML, HTML, and Networking protocols (TCP/IP, SSL, etc.) a strong plus

Desirable Traits

Leadership, Team Builder, Communicates Effectively, Knowledge Worker, Decision Maker, Strategic Perspective, Organizational Acumen, Demonstrates Ethical Behavior, Builds and Leverages Talent, Development and Execution of Policies, Manages and Influences Resources, Maximizes Team Effectiveness

In summary, top candidates will excel in providing leadership and guidance to this dynamic, complex and well-run organization. The IT Manager must be supportive of the mission/ philosophy and promote the Registrar of Voters' vision and standards to deliver the best customer service experience of any election office in the nation.



Essential Functions

- Overall leadership, planning, organizing, and execution of all IT functions within the ROV, striving for “best in class” and excellence in performance. (IT functions include information technology, warehouse/logistics; data entry production; and other general applications.)
- Provide inspirational leadership for the IT Division employees to accomplish the ROV’s overall mission and day-to-day objectives. Mentor, coach, develop, evaluate and engage the IT team fully.
- Manage the information technology infrastructure, architecture, systems, networks, software and resources, using various technology tools.
- Formulate, recommend, and interpret policies and procedures for the Information Technology department. Develop quality assurance and system security policies, standards, and procedures for hardware and software. Ensure that all IT programs and services are in compliance with all licenses and regulations.
- Direct the development, implementation, and evaluation of new and improved concepts and procedures for the most efficient usage of IT and automation resources.
- Approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations
- Develop and implement ROV strategies and programs in the areas of (1) the voting system (both at the polling place level and mail application); (2) customized applications (including databases, mobile applications, web applications, etc.); and (3) the logistics (movement of supplies, additional mailing operations, technical aspects related to overall logistics in the organization). Manage the integration of various ROV information systems
- Identify/handle/resolve highly technical network and system issues. Present, organize, and convey problems and issues within IT with internal customers and business partners as well as externally.
- Collaborate at the local, state, and federal levels to ensure continued emphasis on customer service, employee relations, and accountability throughout the organization.
- Ensure ongoing and effective communication with the Registrar of Voters regarding the status of initiatives and projects within the ROV.
- Effectively manage in a matrix environment, including professional/technical employees typically performing similar or related roles or functions, outside contractors, additional temporary IT resources.
- Continually stay abreast of IT related issues that affect the ROV, including current and potential future trends in California elections, IT industry best practices, and innovative overall business practices.
- Provide responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
- Perform special studies and projects as required.

Minimum Qualifications

Requires experience directly related to the level of leadership, planning, problem solving, analysis program management and supervision required for the position. An educational degree in a specific area of study may be required for some positions.

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Experience/Education:

Two years of experience as an Administrative Manager I with the County of Orange. OR four years of experience directly related to the competencies and attributes noted above. A Bachelor's degree in a related area of study may substitute for two years of the required experience.

College level education or training directly related to the competencies and attributes required of the position may be substituted for up to one year of required experience at the rate of three semester units or the equivalent, equaling one month of experience and one hour of training equaling one hour of experience.

College level education or training beyond a Bachelor's degree, which is directly related to the competencies and attributes required of the position, may be substituted for up to an additional year of required experience at the rate noted above.

License Required:

This position requires the possession of a valid California Driver's license, Class C or higher may be required by date of appointment.

Other

Completion of a background investigation to the satisfaction of the County will be required for this assignment.

Compensation and Benefits

The successful candidate's starting salary will be between \$95,000 – \$131,123 annually, depending upon on experience and qualifications. In addition to the annual salary, the County offers an excellent and competitive benefits package which includes: a choice of four (4) health plan options, paid annual leave, paid holidays, dental insurance, life insurance, AD&D Insurance, short and long term disability insurance, an optional benefit plan (OBP) of \$3,500 annually, flexible spending accounts (health care reimbursement and dependent care reimbursement), and access to a 457(b) defined contribution plan. Also, the County has a retirement plan through the Orange County Employees Retirement System (OCERS), which has reciprocity with several California public retirement systems.

How to Apply

Only online applications will be accepted. The primary mode of communication for this recruitment will be through e-mail.

Apply online by visiting ocvote.com/about/careers

For specific information regarding the recruitment, please contact Hilda Garcia by email at Hilda.Garcia@ocgov.com.



“To provide election management services for the citizens of Orange County to ensure equal access to the election process, protect the integrity of votes, and maintain a transparent, accurate and fair process.”

Mission Statement, Orange County Registrar of Voters

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