



City of Appleton Wisconsin



welcomes your interest in the position of

Director of Technology Services

Our Community

The City of Appleton is an inviting community nestled in northeastern Wisconsin near the largest lake in the state, Lake Winnebago. Home to more than 72,000 residents, Appleton is known for its vibrant and growing downtown, spurred by the construction of a \$45 million performing arts center in 2002. The city is also known for its numerous parks, high-quality education and friendly, safe environment. We're proud of the fact that in 2010 Appleton was named one of the top 100 best places in America to live by Money Magazine's review. Just recently, in July 2011, Forbes magazine rated Appleton as one of the top 50 Best Small Places for Business and Careers.

The City of Appleton is considered a leader in the New North, a regional initiative to promote economic growth in northeastern Wisconsin. The city is located in the heart of the Fox Cities, a grouping of 15 cities, villages and towns linked by the Fox River. We are one of the fastest-growing areas in the state, and nearly a quarter-million people call this home. We enjoy a variety of activities from jazz concerts on the nationally recognized campus of Lawrence University and Broadway performances at the world-class Fox Cities Performing Arts Center, to quiet evenings spent walking along trails near the river or having dinner at one of the fabulous restaurants that border the historical waterway.



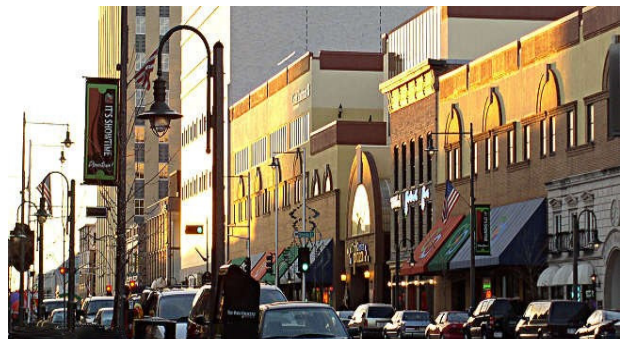
Yet even with its big-city appeal, Appleton offers a small-town feel for its residents and visitors. We consider "Appleton" to be synonymous with "Americana." We're home to the largest Flag Day parade in the nation every June, we host an Oktoberfest celebration attended by 150,000 people each fall, and thousands of families line College Avenue for our annual Christmas parade featuring the lighting of the "Avenue of Angels."

Our Organization

The very foundation of the City of Appleton is built on its mission of "serving community needs and enhancing the quality of life" for its citizens and the visitors we welcome. The city works hand-in-hand with members of the community on many levels, from businesses who rely on our infrastructure in order to thrive, to residents who count on our many services for their safety and well being, to visitors who spend more than \$355 million in our community annually.

Appleton operates under a Mayoral/Council form of government. The Mayor serves a four-year term and the 16 Common Council members are elected by district every two years. The Mayor oversees 16 Department Directors who manage more than 650 full- and part-time employees, as well as 1,200+ seasonal employees each year.

The City of Appleton has built global partnerships with our Sister Cities in Kurgan, Russia; Kanonji, Japan; and Chinandega, Nicaragua. We are proud to share our knowledge and resources with these communities and their residents.



Technology Services Department

The Technology Services Department strives to provide all City departments with reliable, accurate computer applications, hardware, and software by implementing current technology that is both cost-effective and responsive to departmental needs. The Technology Services Department also provides telephone and voicemail support to all City departments.

The department is now structured into two distinct teams:

- **Network Services**

The Network Team consists of a Network Administrator, two PC/LAN Specialists, two Help Desk Specialists, and one PC Applications Developer. The team supports all PC, Server and network hardware and software throughout the City including 500 personal computers and laptops, more than 70 networked and stand-alone printers, and a network spanning from City Hall to all City department locations. The team also manages the City's internet website (see inset) and internal intranet site.

- **iSeries**

The City of Appleton houses an IBM iSeries midrange computer to process the majority of business functions for its citizens, internal departments and external interfaces. The iSeries systems and programming staff is responsible for the development of automated information systems including: management of application development; feasibility studies; project leadership; standards development; systems and database design; programming; system administration; user training; and documentation development.



www.appleton.org

Technology Services Director Position

This department director position is responsible for managing the delivery of technology services to all City departments. The position supervises 12 full-time equivalent staff members, oversees the \$1.6 million departmental budget, and manages individual and team projects.

Within the first year of hire, the new Technology Services Director will be expected to examine the City's business needs and compare them against the current technology and infrastructure to determine what changes need to be made to better meet customers' needs. Upon approval by the Mayor and Common Council, the new Director would be responsible for implementing these changes and seeing them through to successful completion. He/She would also be responsible for developing short-term and long-term strategic plans to progressively meet the organization's technological needs within a responsible budget.

This position reports directly to the Mayor. The Director is expected to work as an integral part of the City's Department Director team and to serve as an internal consultant and resource for all City departments. He/She is also expected to work as a partner with other local and regional organizations with whom we share a collaborative relationship.

The Ideal Candidate

The new Technology Services Director must be a progressive, energetic leader who communicates openly and focuses on continuous improvement in all areas. The ideal candidate will have a successful track record of developing collaborative relationships internally and externally.

Strategic planning expertise is highly desirable. This includes the ability to develop short- and long-term goals for excellent customer service. Ultimately, the new Director will be expected to update the table of organization and draft a budget for staff, infrastructure and consulting support to achieve the City's strategic goals, while understanding the fiscal realities of modern municipal government.

A Bachelor's degree in Computer Science, Information Technology or related field is required, along with six to nine years of information technology or network administration experience including at least three years supervisory/management experience, or any equivalent combination of education, experience and training.

Compensation and Benefits

The new Technology Services Director will receive a salary commensurate with his/her work experience and qualifications, plus an excellent fringe benefit package. This generous benefit package includes medical and dental insurance, life insurance, a post-employment health care plan, paid time off and more. Voluntary benefits, including short-term and long-term disability insurance, and automobile/home insurance discount services, are also available.

In addition, City of Appleton employees participate in the Wisconsin Retirement System to help save for their financial future, and have the option to participate in the City's 457 Deferred Compensation Program. Flexible spending account and employee assistance programs are also offered to all employees.



Human Resources
City of Appleton
100 N. Appleton St
Appleton, WI 54911-3799
www.appleton.org

Thank you to the Fox Cities Convention & Visitors Bureau, Fox Cities Performing Arts Center (photographer: Ken Cobb), Image Studios, Lawrence University and Jeff Lindsay for the use of their photos.