



ROANOKE COUNTY, VIRGINIA SEEKS A HIGHLY-SKILLED **DIRECTOR OF INFORMATION TECHNOLOGY**

Roanoke County, Virginia is currently seeking a full-time Director of Information Technology.

The County's current director will soon retire after more than 20 years of service to Roanoke County. The IT Director will be responsible for providing strategic direction, leadership, guidance, and support for IT services across all County functions, the Town of Vinton, the Roanoke Valley Resource Authority (RVRA), and the Regional Center for Animal Control and Protection (RCACP). The Information Technology Director will cultivate relationships, lead approximately 40 staff within the department, and collaborate effectively with more than 20 additional department-based technical resources. Functions supported by the IT team include constitutional officers, traditional municipal administration units, and emergency response and public safety teams (mission-critical, 24/7 operations). The successful candidate will be adept at identifying, prioritizing, and formulating responses to the needs of this wide spectrum of stakeholders.

ABOUT THE DEPARTMENT

Core functions of the Information Technology Department currently include Infrastructure, Enterprise Services, Application Services, and GIS Applications. In addition to experience with these core functions, the ideal candidate will have a proven understanding of recent innovations, efficiencies, and implementation of leading telecommunication, cybersecurity, data security, and technology practices that will aid other Roanoke County departments in providing the highest quality services to residents. Roanoke County will also require a strong project management function in the IT group as they undertake transitions to cloud-based services and other improvements to enterprise and network systems.

Several recent retirements in the senior leadership of the Information Technology Department have created a unique opportunity for the incoming director to create a dynamic and innovative team focused on customer services, data protection, and a modern provision of services and delivery practices. Therefore, Roanoke County is seeking an individual who has demonstrated an ability to:

- Quickly build a strong departmental management team,
- Work effectively with an elected board and across departmental reporting lines,
- Lead and develop strong professional relationships in a diverse, hybrid (mixed office / field / remote) work environment,
- Mentor less experienced talent, and
- Champion transformation that will improve IT services for all Roanoke County users.

OUR COMMUNITY



Roanoke County features a mix of mountain recreation and urban access, with a diverse retail and commercial base coupled with affordable housing options and award-winning schools.

Roanoke County lies within the Roanoke Valley of Southwest Virginia and is home to 96,564 residents over more than 250 square miles. The greater Roanoke Valley includes the adjacent cities of Roanoke and Salem and the Town of Vinton, all situated in Virginia's Blue Ridge. With a regional population of more than 250,000, our home features a unique blend of culture, entertainment, outdoor activities, and natural beauty.

The region is served by the Roanoke-Blacksburg Regional Airport, award-winning school systems, modern libraries, museums, and recreation centers, along with varied entertainment and dining options.

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Roanoke County offers residents variety of housing options, from single family developments to luxury apartments to historic homes with acreage.

OUR COMMUNITY

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Several mixed-use centers in Roanoke County offer residents convenient access to restaurants, healthcare services, and shopping experiences.

There are more than 20 colleges and universities located within an hour's drive, providing extensive opportunities for life-long learning and employee development. Virginia Western Community College, Roanoke College, Hollins University, and the Roanoke Higher Education Center allow residents to pursue post-secondary educational opportunities close to home.

While the atmosphere is vibrant, the residents are friendly and relaxed. Commute times are short, leaving plenty of time to take advantage of a large range of outdoor activities. Both the Blue Ridge Parkway and the Appalachian Trail run for miles through the County, while the Roanoke River provides the framework for an extensive greenway system. Family-friendly activities, such as recreation club sports, festivals, and abundant outdoor recreation, make the County an ideal place to raise children.

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Technology access plays a key role in Roanoke County's livability, balanced with easy access to hiking, biking, and other outdoor recreation venues.



OUR COMMUNITY

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Roanoke County's Explore Park offers camping, mountain biking, and river access, while the greater Roanoke Valley features miles of urban greenways, trails, and blueways, along with world-class hiking destinations like McAfee Knob.

At the same time, the exciting pace of the downtown Roanoke restaurant scene and nightlife provides options for evenings and weekends. There are many spectator sports, too – from Virginia Tech football and basketball to the minor league baseball and ice hockey franchises to dozens of youth sports tournaments each year. There is something for everyone in the Roanoke Valley.

Roanoke is home to many high-profile companies including Carilion and LewisGale Health Systems, Allstate Insurance, Toshiba Mitsubishi-Electric Industrial Systems Corporation (TMEIC), and Wells Fargo.

Recently, Virginia Tech and Carilion created a Roanoke health sciences and technology campus centered around the Fralin Biomedical Research Institute, which is rapidly transforming the region's economy. This dynamic initiative is expanding research and innovation that adds to the growing medical services cluster taking shape in the region.

Talent development solutions are provided through Hollins University, Virginia Western Community College, and the Roanoke Higher Education Center, with resources and customized training from entry-level to top management. The region's local governments partner with a regional economic development agency to attract new businesses to the area.



Living in Roanoke County gives your family convenient access to collegiate sports, minor league baseball, SPHL hockey, museums, and other cultural venues across the greater Roanoke Valley.

PERSONAL TRAITS AND DESIRED CHARACTERISTICS

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

- Absolute integrity, ensuring ethical, equitable, honest, fair, and open interactions with all.
- Professionally competent, with confidence tempered by humility; possessing a steady and calm demeanor; exhibiting patience while able to act decisively when appropriate; able to defuse conflict.
- Excellent communications and interpersonal skills, including the ability to collaborate, listen effectively, understand differing views, and facilitate resolutions. The ability to make effective public presentations to various groups of stakeholders.
- The ability to develop rapport with member localities, other partners, and stakeholders and to network with diverse community members.
- Providing timely, accurate, and complete information to aid in decision-making. Possessing the ability to analyze information and develop creative solutions and/or alternatives, and to envision, plan, and execute actions that provide innovative approaches and strategies for future operations.
- An effective leader of the staff; a role model, coach, and mentor for the employees; dedicated to the professional development of a diverse staff; able to empower employees with a focus on performance, collaboration, and accountability; able to build a competent staff team and to delegate responsibility.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to a Bachelor's degree in Information Technology, Processing/Information Systems, Mathematics, or Business Administration; a master's degree or other advanced degree from an accredited college is preferred. Prefer public sector and/or local government experience.

The most competitive applicants will have an extensive amount of leadership and management experience, with a minimum of six (6) to nine (9) years as director, assistant director, or manager in a comparably sized or larger department. A progressive record of strong professional, executive, and administrative leadership is also an important consideration.

Past experience should demonstrate a successful record of collaborative team building with staff and other departments within the organization, including successful management of diversified recruitment and promotion, planning for growth in services and service demand, capital planning and project management, training and certifications, general management, finance, and human resources related to information technology.

THE COUNTY ORGANIZATION

Roanoke County is a full-service local government that employs over 1,000 people, spread across 18 departments and five Constitutional offices. The departments provide a wide array of services to residents, including curbside trash pickup, an accredited police department, paid fire and rescue service, planning, zoning, parks and recreation, and social services as well as an excellent Library system. Roanoke County also has budget approval authority and a close working relationship with Roanoke County Public Schools. The Director of Information Technology will play a major role in the management team and partner with other key staff in furthering the County's goal of providing excellent service to its customers. The position of Director of Information Technology will report to the Deputy County Administrator.



Roanoke County's Information Technology Department resides within our Public Safety Center, which provides seamless integration with the mission-critical needs of Emergency Communications, Police, and Fire & Rescue.

COMPENSATION

The anticipated hiring range is \$130,000 to \$160,000 depending on the background and qualifications of the successful candidate. Benefits include, but are not limited to, participation in the Virginia Retirement System, voluntary deferred compensation, excellent health and dental insurance, short- and long-term disability, life insurance, flexible leave policy, wellness program, professional dues, and conference expense reimbursement.

APPLICATION AND SELECTION PROCESS

Initial review of applications will begin on November 10, 2023. Please visit www.roanokecountyva.gov/ITdirectorRecruitment to learn more about the position and to apply. To be considered, please submit a cover letter, resumé with salary history and five (5) professional references, and a completed application through the County's online application process. All applications will be kept confidential through the hiring process. The County will review recommended candidates who most closely meet the established criteria and finalists will be contacted for interview appointments during the month of November.