

MONTGOMERY COUNTY, MARYLAND

# Chief Digital Officer

Department of Technology and Enterprise Business Solutions

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## COUNTY GOVERNMENT

Montgomery County Government (MCG) is composed of the Executive and Legislative branches. The Executive Branch implements and enforces Montgomery County's laws and provides executive direction to the government. Its chief executive officer is the County Executive. There are over 30 executive branch departments and agencies that help to deliver services to more than one million county residents. Montgomery County is proud of the services it offers. The County Council members and the County Executive serve four-year terms.

Montgomery County has a strong tradition of prudent fiscal management and holds the highest bond rating from each of the three major credit rating agencies. The County has a mandatory balanced budget and develops a six-year financial plan as part of its annual operating budget development process. For FY2021, the Montgomery County Government operating budget, including debt service, is \$2.61 billion, and last May the Council approved a Capital Improvement Program budget of \$4.35 billion for FY2021-26. The total budget including the school district is \$5.8 billion.

## THE COMMUNITY

Montgomery County located adjacent to Washington, DC, has over one million residents and is the most populous county in the State of Maryland. The County is also the most diverse in the State and ranks among the top ten most diverse counties in the nation. Montgomery County is home to many major U.S. government offices, scientific research and learning centers, and business campuses.

Higher education is exemplified within the County by Johns Hopkins University's Montgomery County campus, Montgomery College, and the University of Maryland-University College Shady Grove, creating a thriving center for advanced educational opportunities. Advanced medical centers include Howard Hughes Medical Institute and the National Institutes of Health.

Montgomery County is a leader in technological solutions and advancement in both Maryland and the U.S. being named the top Digital County by Center for Digital Government, designated as a Tech Savvy County by Public Technology Institute and winning numerous awards for providing customized services, reporting solutions and communication system implementations benefitting over 1.05 million County residents. Many families seeking a high quality of life and excellent schools are attracted to the County for its employment offerings, livable neighborhoods, safe communities, inclusion, and diversity.

### A More Equitable and Inclusive Montgomery County

Montgomery County Executive Marc Elrich has outlined a vision for the future:

- » Thriving Youth and Families
- » A Growing Economy
- » A Greener County
- » Easier Commutes
- » A more Affordable and Welcoming County
- » Safe Neighborhoods
- » Effective, Sustainable Government

To learn more, go to:

[www.montgomerycountymd.gov](http://www.montgomerycountymd.gov)





## ABOUT TEBS

The mission of the Department of Technology and Enterprise Business Solutions (TEBS) is to be responsive, collaborative, and innovative in providing technology solutions and services to facilitate the delivery of a wide range of services in all branches of government. The department strives to provide its solutions and consultative services in a cost-effective, timely, and high-quality fashion to reduce service times, avoid inflated costs, reduce information security risk, and improve the quality of County services through automation-assisted process improvement. The department facilitates business and reengineering processes to improve legacy workflow and streamline services to our customers. The total approved FY22 Operating Budget for the Department of Technology and Enterprise Business Solutions is \$44,642,174, and a total of 166.25 FTEs.

Under the leadership of the Chief Information Officer, the Department of Technology and Enterprise Business Solutions (TEBS) is responsible for:

- Enabling employees to provide quality services to our citizens and businesses.
- Delivering information and services to citizens at work, at home, and in the community.
- Increasing the productivity of government and citizens.

**Department of Technology and Enterprise Business Solutions (TEBS) Website:** <https://apps.montgomerycountymd.gov/basisoperating/Common/Department.aspx?ID=34D>

## THE POSITION

The Chief Digital Officer is a visionary leader with strong Information Technology (IT) focused skills and sound knowledge of the County's internal and external business environments (demographics, partners), services and processes.

The incumbent advises the Director/CIO of Department of Technology and Enterprise Business Solutions (TEBS) on digital business opportunities that leverage technology to drive cross-organizational synergies, partnerships, and integration to meet the County's priority objectives; enhance stakeholder value; lower the overall cost of service delivery and monitors trends in digital government practices and strategies; leverages experience in enterprise technology management business transformation and IT driven innovation ideas; organizational management; and provides knowledge of information privacy and security

risk management to advise the County on IT governance and digital risk management. Working proactively with business units to implement practices and governance that maximize return on investment, the CDO delivers targeted outcomes and meets investment objectives on a large scale.

This is an appointed, non-merit full-time position in the County Government reporting to the Director/CIO of Technology and Enterprise Business Solutions (TEBS). The Chief Digital Officer (CDO) is responsible for ensuring that the enterprise's business strategy is optimal, given current and emerging digital realities, opportunities and threats.

### Major responsibilities and duties include:

- Works collaboratively with other County executive-level managers to create a digital vision for the County, and to identify the opportunities for differentiating capabilities and solutions that achieve the priority goals and objectives of the County.
- Reviews current and planned information technology and digitalization efforts, investments, and initiatives of the County to advise the Director of Technology and Enterprise Business Solutions (TEBS) and major stakeholders in the development and maintenance of appropriate organizational structures necessary for the County to meet emerging and future challenges and demands in enterprise digital business management.
- Works with the Department of Technology and Enterprise Business Solutions (TEBS) and all others to make recommendations to the CAO related to the County's services and digital business.
- Solicits input and gains an understanding of the digital business issues and opportunities from each business unit, integrating them into the development of the enterprise digital business strategy.
- Ensures digital initiatives are implemented and integrated into the internal IT assets and capabilities, or cloud-based services.
- Manages TEBS personnel to provide solutions that promote digital trends, opportunities and advises on its use to affect large-scale outcomes; including the use of smart mobile devices (in the hands of customers/citizens and employees), social media, technology embedded in products (such as vehicles), the integration of IT and operational technology (e.g., 5G telecom networks, county-wide networks, energy and transportation grids), and the Internet of Things (e.g., smart lighting, sensor-based SMART controls, body worn networks and devices).
- Makes recommendations on augmenting current enterprise organizational structures and increasing the focus on the big digital picture including opportunities, threats, capabilities and gaps; ensures resourcing and organizational design strategy recommendations integrate well with the overall business strategy of the County.
- Advises on the selection, acquisition, or creation of digital solutions and services or the addition of digital capabilities to existing solutions and services.
- Develops and administers digital risk governance artifacts and instruments (e.g. dashboards) to support the digital risk management objectives of the County.



- Works with executive management to determine acceptable levels of risk for the organization and guides security culture, policy, and technology for measurable improvement in the County's digital services risk posture.
- The integration of IT and operational technology (e.g., 5G telecom networks, county-wide networks, energy and transportation grids), and the Internet of Things (e.g., smart lighting, sensor-based SMART controls, body worn networks and devices).
- Continually assesses past, current, or proposed future IT programs and advises the Director/CIO, of Technology and Enterprise Business Solutions (TEBS), on a range of related matters.

The CDO champions the use of information and technology in business model design and all aspects of the business to create business success for Montgomery County. The CDO may also execute on some or all digital initiatives.

## THE IDEAL CANDIDATE

The successful candidate for this role shall be a highly experienced and knowledgeable professional with a deep understanding of the evolving digital world on both the demand side of how governments are using technology and emerging technologies. The ideal professional must have strong business acumen, including domain-specific knowledge of the public sector and its business needs, along with excellent analytical, strategic conceptual thinking and consulting skills. It is imperative that the new leader in this role possesses exceptional oral and written communication skills, including the ability to explain digital concepts and technologies to business leaders, as well as business concepts to technologists, and political bodies. Candidates shall have the ability to effectively drive people, process and technology change in a dynamic and complex operating environment. Experience in digital transformation, digital service delivery management, as well as experience with HIPAA, PCI and CJIS compliance are preferred.

## EDUCATION/EXPERIENCE

**Experience:** Ten (10) years of relevant work experience, in digital business management, enterprise information systems management, or related role with at least five (5) or more years

of progressive leadership experience in leading cross-functional teams and enterprise-wide programs.

**Education:** Graduation from an accredited college or university with a bachelor's degree. Graduate degree in Business Administration, Public Administration, Computer Science, Digital Business Management, or related field.

**Equivalency:** Any combination of education and experience that has been achieved and is equivalent to the stated education, experience, and required knowledge, skills and abilities deemed adequate by the County to successfully perform the duties and responsibilities of this job.

## COMPENSATION AND BENEFITS

The starting salary is highly competitive **up to \$187,233** subject to the qualifications, credentials, and experience of the successful candidate. Montgomery County has an exceptional compensation package including pay for performance, medical, dental, life insurance, long-term disability, flexible spending account, defined contribution retirement plan, deferred compensation plan, vacation, sick leave, wellness program, and other highly competitive benefits. The working conditions are outstanding, and the locale is ideal. This is an appointed, non-merit full-time position in the County Government. Non-merit positions are appointed, at-will positions that are not subject to the same protections and policies as merit or permanent career positions.

## APPLICATION PROCESS AND RECRUITMENT SCHEDULE

First review of resumes will begin on **Monday, October 11, 2021**. To be considered for this opportunity, please submit your resume, cover letter, and references via this position's recruitment page: <https://www.cpshr.us/recruitment/1842>.

For additional information about this position please contact:



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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the County. Media checks will be performed on all screened candidates, and a comprehensive reference and background check will be performed on final candidates.

*Montgomery County Government is an equal opportunity employer, committed to workforce diversity. Accordingly, as it relates to employment opportunities, the County will provide reasonable accommodations to applicants with disabilities, in accordance with the law.*