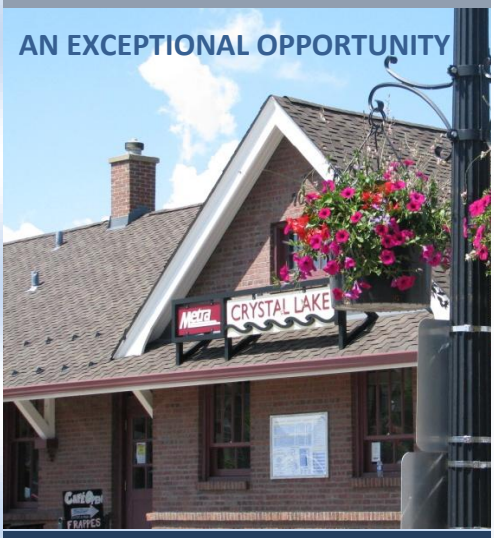
The City of Crystal Lake, Illinois




*Invites your interest in the position of*

# Director of Information Technology

## AN EXCEPTIONAL OPPORTUNITY




This is an exceptional opportunity to provide future vision and guidance to the Information Technology Department in the largest community of McHenry County.

Crystal Lake is a city with a rich history, rewarding quality of life and tremendous community spirit. With its high quality retail, residential and service sector development, Crystal Lake has been a major economic engine in Northeastern Illinois for the past decade.

Located 50 miles northwest of Chicago, Crystal Lake residents enjoy the many employment, cultural, and recreational opportunities of a major metropolitan city, yet live in a pleasant, small-town atmosphere.

Originally incorporated as a farming village in 1874, Crystal Lake became a City in 1914 and has retained its charming historical downtown as a reminder of its rural beginnings. While retaining its own unique civic identity, Crystal Lake is more suburban in character and is a residence of choice for many who work in the Chicagoland area.

The City's population in 2020 was 40,269. The City encompasses 18.7 square miles of land with 15,371 households, an average household income of $106,989 and a median home price of $233,400.

# THE POSITION

Under the general direction of the City Manager, the Director of Information Technology provides leadership, direction and oversight for the overall operation and activities of the Information Technology Department. This position works in an environment that is both politically and financially stable.

This position plans, sets objectives and directs IT strategies to include design, systems analysis, and application programming for all major city-wide systems. Through department collaboration, the Director selects and implements suitable technology to streamline internal operations, optimize strategic benefits, and meet efficient budgetary expectations; they direct and organize IT-related projects and budget; and they design and customize technological systems and platforms to improve customer experience, streamline workflows, and provide data security. The Director oversees the planning, installation, maintenance, and continuous operation of new systems, as well as analyzes costs, value, and risks of new IT systems to provide support and strategy recommendations to City Administration. The Director also approves purchases of technological equipment and software and establishes partnerships with IT providers.

# CANDIDATE CRITERIA

- Bachelor's Degree in computer science, information systems, business or public administration, or closely related field; an advanced degree in a related field is desirable, public sector experience is preferred;
- At least five years of progressively responsible experience in the management and support of information systems and technology with at least three years in a key leadership role in the IT field; a combination of equivalent experience, education, or professional training which provides the necessary knowledge, skills and abilities to successfully perform the essential functions of the position may be considered in lieu of minimum requirements;
- Strong understanding of IT network architecture, infrastructure, data security, and communication design; combined with a comprehensive knowledge of internet, intranet, network security, hardware/software systems, network servers, virtual servers, and MS Active Directory as well as GIS and public safety technology needs;
- Thorough understanding of annual and capital budgeting, strategic planning, and the ability to achieve improved operational efficiencies through innovative technological and procedural solutions while balancing the needs with the priorities and concerns of the City departments;
- Outstanding communication skills in speaking, writing, and listening, with the ability to break highly complex issues into simple pieces that everyone can understand;
- Well versed in dealing with vendors and suppliers in a public bid and procurement environment, dealing with highly complex proposals and work plans with well-defined outcomes;
- Exhibits a passion for providing excellent customer service while maintaining strong connections to the community and respecting the importance of two-way communication with internal and external stakeholders; and
- Effective coaching/mentoring skills with team building experience and conflict resolution skills.

Desirable Attributes Include:

- A **visionary** with the highest integrity, who believes in transparency, promotes high ethical values, and works well with the City Manager and Mayor/City Council, and the community at large;
- An **innovator** who is current on technology and committed to utilizing it to its fullest;
- A **leader** who can effectively allocate resources and keep abreast of industry trends with the ability to visualize how good solutions may be applied in Crystal Lake;
- A **professiona**l who demands excellence and will be a positive public face of the Department, is well-respected by the City staff, and is an effective organizer;
- A **collaborator** with other Department Directors and a problem-solver;
- A **mentor** who is committed to regular training and career development for self and all staff members; and
- A **motivator** who maintains a high-energy atmosphere of teamwork where work is productive and enjoyable, and provides employees with information, resources, and incentives, as well as a respectful and fair work environment.

## AN EXCEPTIONAL COMMUNITY

The City of Crystal Lake is a politically and financially stable community. The City is proud that residents have a high level of satisfaction in their quality of life. The result of a previous National Citizen Survey™ (The NCS) is summarized below.

- The overall quality of life in the City of Crystal Lake was rated as "excellent" or "good" by 89% of respondents.
- 88% reported they plan on staying in the City of Crystal Lake for the next five years.

Crystal Lake continues to be a good place to live, work and play as noted in recent recognitions, such as:

- Named one of the nine best Illinois small towns to visit for a weekend getaway by World Atlas.
- REJournals named Crystal Lake among the Most Affordable Suburbs.
- WGN Radio featured Crystal Lake in the "Hometown" Segment.
- Crystal Lake named a Top Town by Chicago Parent






## JOB DUTIES/RESPONSIBILITIES

- Establishing and maintaining effective working relationships with the Mayor/City Council, City Manager, City Department Directors, business and community groups, other organizations, state and federal officials, and representatives of the public;
- Managing, directing, integrating, and establishing standards for information systems and technology programs and services including business system applications, case management systems, networking, customer support, and data communications;
- Addressing cyber security and physical security applications including mitigation efforts from intrusions and threats along with disaster recovery programs and plans;
- Monitoring industry trends and evaluating the uses of emerging technology in meeting long-term City business and operating strategies;
- Overseeing and directing the procurement of all IT equipment, supplies and contractor/vendor services and administering contracts;
- Directing and overseeing audits of physical inventories of the City's IT equipment and document management technology;
- Developing and implementing long-range and strategic comprehensive planning for the Information Technology Department to continuously improve service delivery, reliability, and workforce productivity consistent with the City's long-range plans;
- Directing the development, enhancement, quality assurance testing and installation of new applications and systems upgrades and the installation, implementation, and conversion to new programs and hardware;
- Reviewing, developing, and implementing internal controls as well as new processes and procedures to ensure accuracy, efficiency, and transparency;
- Modeling for staff that all work performed in the Information Technology Department meets the City's high standards for customer service, accuracy, quality, and efficiency;
- Effectively managing the budget that is related to their organizational responsibilities and within their control;
- Directing activities of the Information Technology Department to ensure that appropriate communication and coordination of efforts occur with other departments of the City and all other state and federal agencies;
- Dedicating all efforts so that the City's mission, goals and objectives are fully initiated and supported; and
- Performing other duties and responsibilities as assigned.



## QUALITY OF LIFE

With over one thousand acres of dedicated parks and open space, residents and visitors can enjoy golf, tennis, baseball, football, swimming, cycling, and hiking in well-maintained, accessible areas. The Three Oaks Recreation Area provides swimming, hiking, fishing, boating, and more, in a unique natural environment with pristine clear waters.

Crystal Lake is home to one of the highest-rated elementary and high school districts in the State of Illinois. Students can take advantage of the higher learning opportunities offered by McHenry County College.

Numerous entertainment opportunities exist in Crystal Lake. Live theatrical performances, concerts, and other cultural events are regularly held at the Raue Center for the Performing Arts. Numerous area restaurants allow patrons to enjoy the meal of their choice before or after shows. Shoppers can patronize a variety of stores and service providers that range in size from small independents to large nationally-recognized chains.

# CITY GOVERNMENT

The City of Crystal Lake operates under the Council-Manager form of government. Under this plan, the administrative responsibility of the City is centralized in an appointed professional manager. The seven-member legislative body, the City Council, is comprised of the Mayor and six Council Members elected at-large by the Crystal Lake citizenry. The Mayor and City Council are responsible for creating City laws and setting policy direction. Once the Mayor and City Council create a policy or approve a course of action for the City, the City Manager is responsible for executing/implementing the policy.

The City Manager is responsible for overseeing all City departments and has been with the organization for twenty-two years. The City Manager is also responsible for all employment decisions.

The City administrative organization is comprised of a number of professionally staffed functional units: *Administration*: City Manager's Office, Information Technology, Human Resources, and Finance; *Public Works and Engineering:* Engineering, Water and Sewer, Wastewater, Fleet and Facility Services, and Streets; *Community Development:* Building, Planning and Economic Development; *Public Safety:* Fire Rescue and Police and *Three Oaks Recreation Area*. The City is a full-service municipality with an AAA bond rating. The City has a current annual budget (all funds) of over $100 million, with over 360 full-time, part-time and seasonal personnel. Teamwork and cooperation between departments is highly valued, with all Departments enjoying particularly strong relationships.

# STRONG LOCAL ECONOMY

Crystal Lake is a well-established, maturing community with an abundance of opportunities for new development as well as redevelopment. The City of Crystal Lake is strongly supportive of business development and the enhancement of quality of life. The community's leaders encourage an entrepreneurial spirit and promote successful partnerships. For these reasons and many more, Crystal Lake is a good place to live and a great place to do business.

Crystal Lake is a short drive away from O'Hare International Airport. The business community benefits from the triangular network of State highways (Routes 14, 31, and 176) and is close to Interstate I-90. The Union Pacific rail line provides easy access to downtown Chicago through the Metra commuter rail service, operated out of two commuter train stations.

Crystal Lake is one of the top 20 Chicagoland communities with over $1 billion in retail sales every year. The City offers superior government services while providing maximum value to our residents and businesses. Combined with our reasonable zoning and permit fees, the cost of doing business in Crystal Lake is kept to a minimum to help businesses remain competitive and profitable.



## INFORMATION TECHNOLOGY DEPARTMENT

The Director of Information Technology, who reports directly to the Deputy City Manager, leads a Department of 1 full-time Network Administrator plus 2 contract personnel, who are anticipated to be transitioned to full-time City employees in January 2026. All positions work on-site.

The Information Technology Department is entrusted with managing and safeguarding the City's enterprise mission-critical systems and infrastructure. By fostering an environment of constant innovation and leveraging the latest in IT advancements, IT empowers the City departments to confidently and reliably provide a wide variety of services that benefit residents in a timely and efficient manner. Communication is vital to City operations and citizen engagement. IT is responsible for ensuring a strong, viable communication infrastructure, spanning voice and data technology, and other sources to connect us internally and to the public.

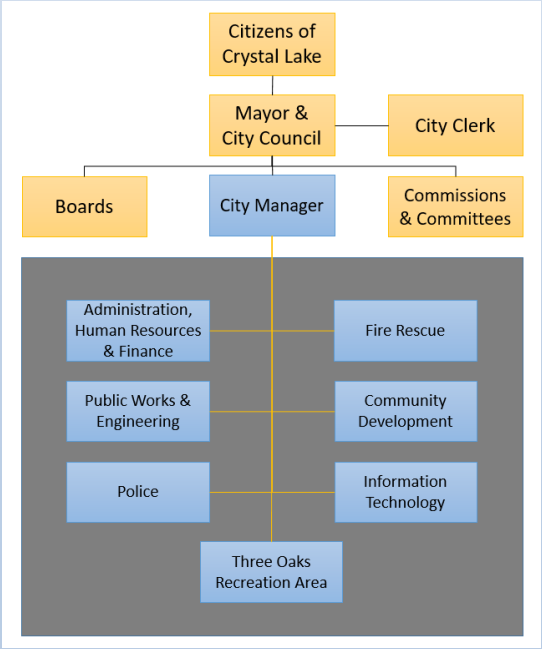
## DIRECTOR

The ideal candidate will have a unique blend of people skills and technological expertise. The success of the Director will require a combination of outstanding technological vision and the ability to build consensus among managers, including providing information necessary to facilitate achieving the City's operational needs and goals. The successful candidate will have the ability to identify differing user needs, discern desired functionality and requirements, and fashion innovative technological and procedural solutions to highly complex situations in a robust and dynamic environment with a bottom-line business approach, combined with interpersonal skills and technological understanding.

# CURRENT MAJOR INITIATIVES

- Continue to evaluate and expand the City's cyber security program to protect the confidentiality, integrity, and availability of the City's technology services;
- Partner with City Departments to identify opportunities for business process automation and centralization;
- Identify and implement a comprehensive IT policy framework through a strategic plan that addresses the infrastructure, security, and application, and other IT-related responsibilities of the City;
- Establish consistent, clear, and forward-looking project intake methods to support the City's investment in enterprise technology services;
- Evaluate the City's current IT project management tools, templates, and related items to ensure its roadmap and functionality meet the City's requirements;
- Continue to effectively oversee and govern the Technology Capital projects fund;
- Work with business partners and stakeholders to increase the automation and digitization of the City's main work processes to streamline efficiency, reduce manual errors, and leverage data repositories;
- Provide tools and services that enhance the way City staff perform their jobs and provide services to customers through the expanded and efficient use of technology.

# ORGANIZATIONAL CHART



## COMPENSATION AND BENEFITS

The 2025 fiscal year salary range for this position is $129,212-$192,824, commensurate with knowledge, skills and experience.

The City of Crystal Lake provides an excellent fringe benefit package to its full-time employees that includes medical, dental, vision and prescription benefits, life insurance coverage, professional development programs, technology incentives and more.

Please see the Crystal Lake city website at www.crystallake.org for additional information regarding the community.

## HOW TO APPLY

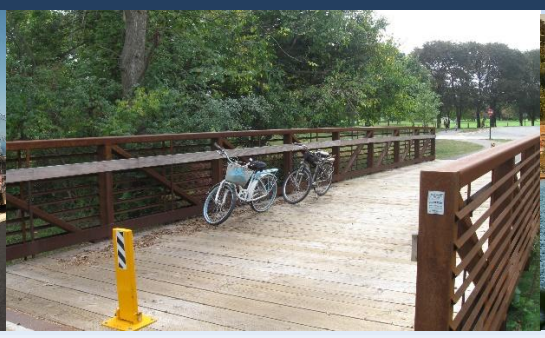
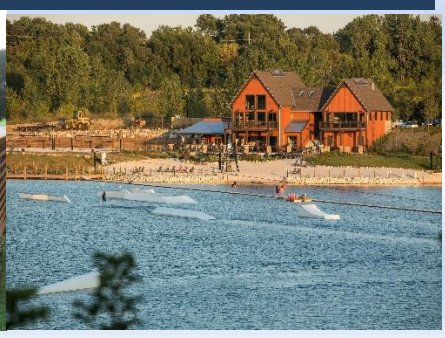
Interested individuals should submit an application package, including a letter of interest, resume, three professional references, and a completed application to Julie Meyer, Director of Human Resources. The employment application and requested attachments can be completed online via the 'Employment' tab at www.crystallake.org. The position will remain open until filled. Applications will be considered as they are received.

Finalists will be invited for on-site interviews. A comprehensive reference check and background investigation will be conducted by the City of Crystal Lake on the selected candidate.

For additional information on this exceptional opportunity, please contact:

Julie Meyer, Director of Human Resources
City of Crystal Lake
100 W. Woodstock Street
Crystal Lake, IL 60014
Voice: 815-356-3653 / Fax: 815-356-3690
Email: jmeyer@crystallake.org

The City of Crystal Lake is an Equal Opportunity Employer. The City of Crystal Lake does not discriminate on the basis of race, color, religion, creed, sex, age, marital status, national origin, sexual orientation, military status, gender identity, or disability in employment or the provision of services.

## CITY OF CRYSTAL LAKE – AN EXCEPTIONAL OPPORTUNITY