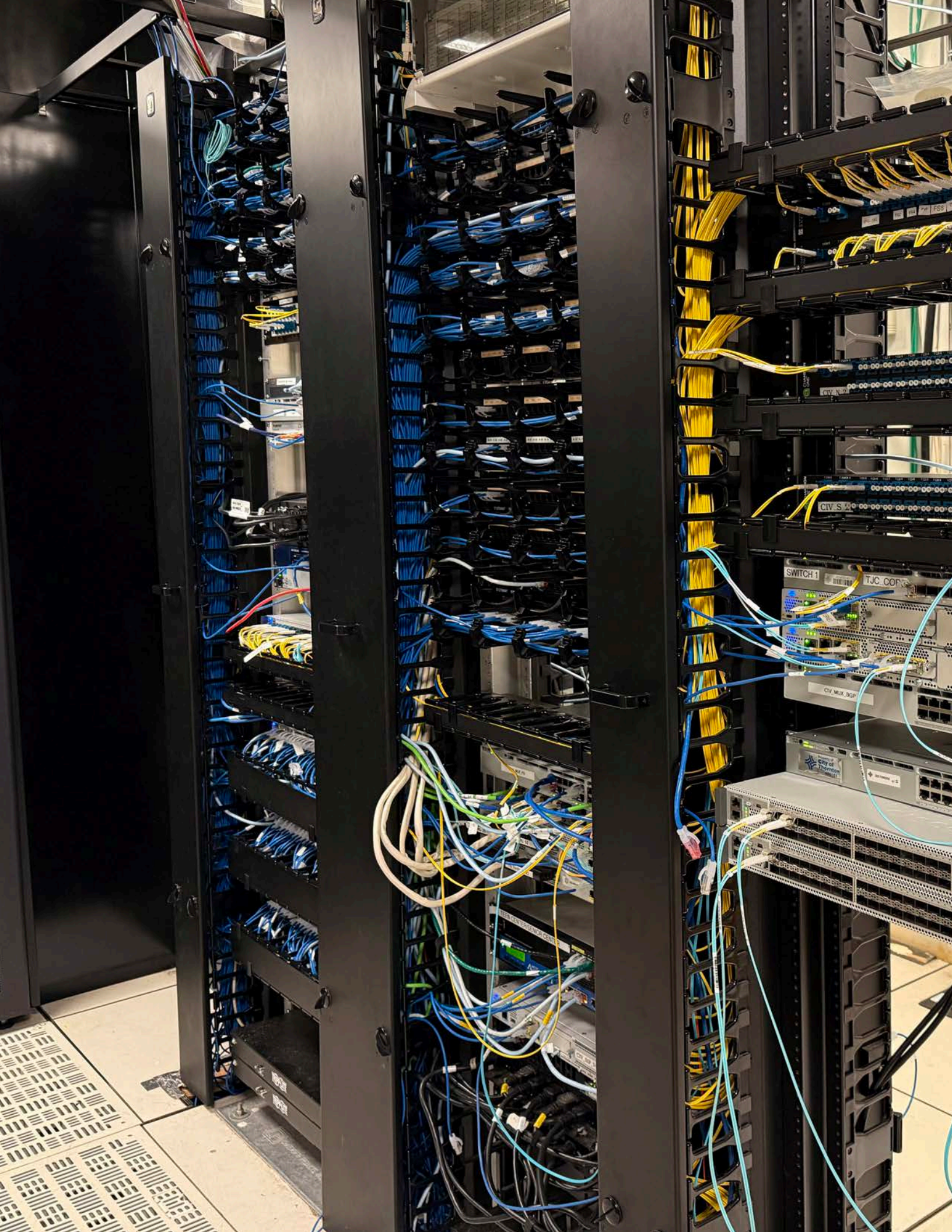
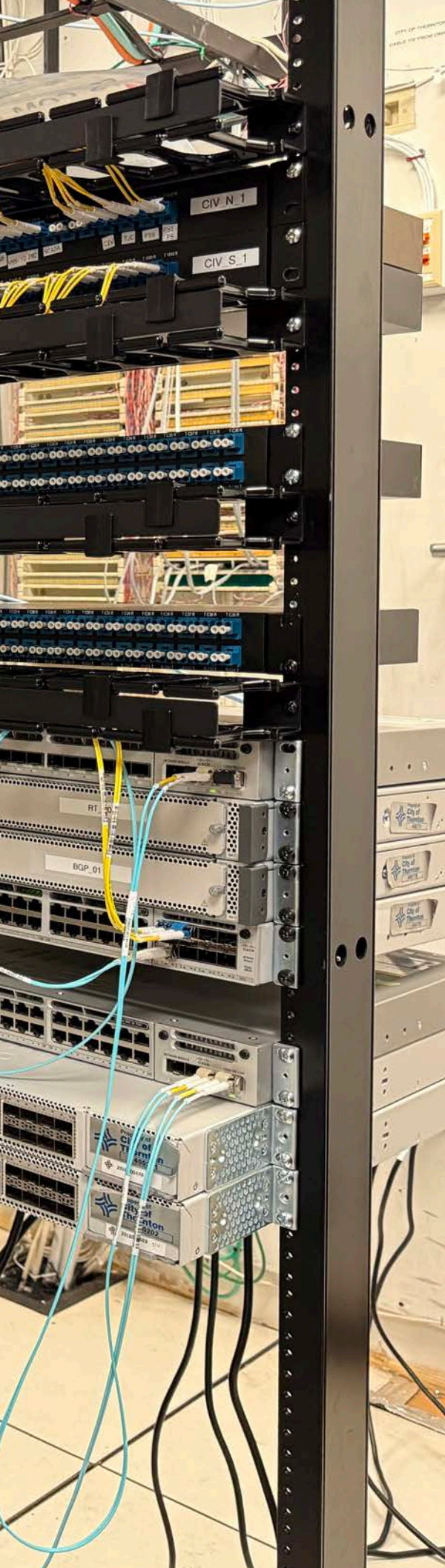




CHIEF INFORMATION OFFICER







City Profile

Thornton is the 6th largest city in Colorado and benefits from its proximity to downtown Denver, Denver International Airport, and the foothills of the beautiful Rocky Mountains. Thornton has a diverse population of just over 153,000 people and is expected to grow by another 90,000 people in the next 30 years.

The City has diverse neighborhood choices that offer both established neighborhoods and newer development.

While early development in Thornton was primarily residential, it has become a destination for primary employers and regional retail. The City hosts three Regional Transportation District commuter rail stations with two additional planned stations further north. The City's Comprehensive Plan, recent development code update and several key projects will invite greater density and additional mixed uses to build on Thornton's already high quality of life.

Thornton has a high quality of life and has aggressively pursued recreation programs with nearly 1,000 acres of land developed or designated for public parks. The numerous lighted tennis courts, pickleball courts, athletic fields, indoor and outdoor swimming pools, recreation centers and gymnasiums offer recreation opportunities for people of all ages and activity levels. Thornton recently opened a new community center with an attached library and a partnership to produce an innovative nature library is under construction.

Today, Thornton continues moving forward in a responsible manner that strengthens Thornton's increasing footprint. This includes the City's responsiveness to growth with an ever-growing menu of city services, programs, and capital investments. A recent organization assessment has identified needs and opportunities for the organization to evolve to meet current needs and best practices. As a part of the implementation of the recommendations, Information Technology is being elevated from a Division of the City's Management Services Division to a free-standing Department directed by a Chief Information Officer to maximize the IT role as a thought leader and strategic partner.



Form of Government

Thornton is a home rule city operating under a Council - Manager form of government. The City Council consists of the Mayor who is elected at large, and eight Council Members, two elected from each of the City's four wards. The Mayor and Council each serve four-year terms, and all have an equal vote. The City Council enacts ordinances, approves the City budget, and appoints the City Manager, City Attorney, and Municipal Judge. The City Manager administers the daily operations and programs of the City through the department heads, other staff members, and employees. The current City Manager was appointed to her role in October of 2024. The Chief Information Officer will report directly to the City Manager but will partner closely with all members of the Executive and Senior Leadership Teams.

Department Profile

Structure:

The Information Technology Department has 40 FTE's and performs the following functions: customer technical support, systems engineering, network engineering, project management, cybersecurity, application development and maintenance, and GIS services and support. Two city-wide organizational efforts are impacting work efforts and priorities in the IT Department, the city-wide organization review and the newly adopted Strategic Plan. Below is a summary of key impacts:

Impact of recent organization review:

Information Technology has historically been aligned as a division under the City's Management Services Department. At one time, Management Services consolidated most internal services, but with time and growth, many functions have been realigned. In a recent organizational structure review, a third party made observations and recommendations related to Information Technology. Key themes from the report have been excerpted below.

- The City should elevate Information Technology from a division within Management Services to a standalone department led by a Chief Information Officer (CIO). This change will position IT as a strategic partner in service delivery, and innovation, rather than as a transactional support function. Elevating IT will also align Thornton with peer cities, where CIOs are recognized as essential members of the senior leadership team driving innovation and digital transformation.
- Internal support departments primarily operate as transactional service providers rather than strategic partners. Most staff were satisfied with the day-to-day operational support but reported these functions are not positioned to provide the enterprise-wide strategic support.
- The City has underutilized technology and lacks integrated systems. For example, project pipeline information, community engagement data, and customer service feedback are not systematically shared across departments. This limits the City's ability to plan holistically, measure performance, and adapt to community needs.
- In addition to the structural recommendations, the third-party review suggested several organizational priorities
 - o Enterprise Governance and Authority
 - IT to lead city-wide initiatives such as digital service transformation and modernization of enterprise systems.
 - Strengthen IT's role in approving and coordinating all technology purchases across departments (closing the gap where systems are bought independently).
 - Formalize and empower the Technology Steering Committee to function as an enterprise governance body
 - o Resourcing and Specialization
 - Right-size IT staffing, particularly in cybersecurity, project management, and GIS, where staff report workload challenges.
 - Provide flexibility in job classifications to recruit and retain specialized technical roles, avoiding generic "analyst" designations that don't reflect modern needs.
 - The Department will be led by CIO who will provide clear accountability for enterprise technology, cybersecurity, and data governance, functions that increasingly underpin every aspect of City operations.
 - o The CIO should develop a citywide technology strategy and roadmap linked to the City's Strategic Plan and departmental workplans
 - The CIO should position IT as an enabler of broader goals such as digital service delivery, and data-driven decision-making.
 - The CIO should lead redesigning of internal IT processes and requirements that improves the service provided to other departments.

Strategic Departmental Priorities:

Priorities for Information Technology are highlighted throughout the City's Strategic Plan that was adopted late last year and are particularly central to the City's Organization Excellence Strategic Focus Area.

While work plans for the fifteen related actions are currently underway, several key initiatives are ongoing or upcoming including:

- Determine a reliable option for real-time notification of major traffic incidents to adjust local signal timing on key corridors.
- Explore opportunities with third party mapping platforms to accurately show trails and connections.
- Explore options for third party applications that encourage exploration of cultural, social, and historical amenities.

- In partnership with Public Safety leadership, evaluate existing products and services. Develop a strategic plan to modernize, consolidate, and/or implement new capabilities to strengthen and advance the City's public safety services.
- Explore feasibility to leverage AI and other smart city strategies into City operations and services.
- Conduct citywide audit of existing software systems and tools to assess utilization, optimize data collection and storage, identify overlaps or underutilized capabilities with the goal of streamlining systems and integrating separate platforms as it is warranted.

Position Profile

The CIO provides visionary leadership for Information Technology and as a strategic leader on the City's Senior Leadership Team and addresses priorities through thoughtful leadership and policies. Among the responsibilities outlined in the classification description, the CIO is responsible to:

Establish city-wide strategic policies, planning, development, and design of information needs, consistent with the City's Strategic Planning, Business Planning, and Capital Planning processes. This includes long-term planning to guide capital investments, governance, and other systems and provides leadership to implement goals, objectives, and long-range strategies.

Direct and manage the organization, staffing, operational activities and services. Leadership should create organization culture and capacity to demonstrate superior seamless customer service, integrity, and commitment to innovation, assisting Departments in the identification of smart city, data and data visualization, and other technology opportunities to advance organizational needs and strategies.

Plan, direct, and participate in training staff throughout the City in the strategic use of technological tools and systems; to understand key data and application of data sets through reports available in key systems and through the City's GIS resources; and helps Department and Strategic Plan Partners to identify opportunities to leverage technology resources or partnerships.

Develop operating policies and procedures for both the IT Department and City of Thornton, city-wide, regarding information systems and for the operation of the Information Technology Department, including ensuring that operating procedures, standards and guidelines are followed, developing and implementing a comprehensive data management program including system development, testing, documentation, system analysis, computer operations and technical support. Provide executive leadership and guidance and directs department and organization efforts regarding cyber security standards and guidelines and in business continuity preparations.

Facilitate communication and partnership plans related to Information Technology impacts to operations including enhancements, interruptions, opportunities for partnerships, and timely and effective dissemination of security information.

Key Initiatives of the department include implementation of the Vision Zero Action Plan, the Transportation and Mobility Master Plan, and many of the Strategic Initiatives from the Connected Communities focus area of Thornton's Strategic Plan. Coordination with key regional agencies, projects, and other internal departments is necessary.

The successful candidate will also demonstrate strengths to include:

- Organizational change and development experience with commitment to leadership, collaboration, and employee development.
- Cross-departmental leadership on services and strategies related to technology planning, investments and customer service.
- Balances advocacy for individual department wants/needs with commitment to and support for the best overall outcomes for the city and community.
- Commitment to and experience in creating strong IT governance structures and practices that facilitates role clarity, partnership, and identification of key priorities.
- Implementation of emerging and identified best practices related to services, funding strategies, partnership frameworks and data collection and sharing in areas related to the work of the City to

include web applications and services, artificial intelligence, smart city investments, cybersecurity, data visualization, and GIS.

- Ability to manage organizational and politically sensitive issues.
- Demonstrated ability to manage long-range strategic plans, goals, objectives, policies, and department priorities.
- Strong financial and compliance experience including development and management of the department budget and compliance.
- Strong personnel and management skills to include hiring, development, discipline, termination or advancement of employees.
- Ability to represent the City in meetings with professional organizations, other public agencies, and the public to ensure Thornton is a leader in the industry.

The City of Thornton allows a hybrid work schedule for many professional positions. While Department Directors are expected to spend a majority of time on premise, work from home and schedule flexibility is considered as consistent with organizational needs.

Education and Experience

Bachelor's degree in business or public administration, computer sciences or a related field. Ten years of experience in the information technology field, including seven years managing a large IT operation or program. Master's in public administration or other similar advanced degree is desirable. Other combinations of experience and education that meet the minimum requirements may be substituted.

The candidate will have successfully served in or will demonstrate strong familiarity with the Council-Manager form of government. Successful candidates will also have a proven record of leadership, fiscal stewardship, innovation, and relationship-building.

Compensation and Benefits

The City of Thornton offers a competitive salary range of \$182,914 – 241,446 annually commensurate with the successful candidate's qualifications and experience. The City provides a comprehensive benefits package to support employees through important events in their life, to enhance their life outside work, and to help them plan and prepare for the future.

Application and Selection Process

[Apply Here](#)



For more information on this position, contact:

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The City of Thornton is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, gender, national origin, age, or disability. Applicants selected as finalists will be subject to a comprehensive background check.



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