Position Profile

On behalf of our client, Minneapolis Public Housing Authority,

*CohenTaylor Executive Search Services
is conducting a retained executive search for its*

Information Technology Leader

**Minneapolis Public Housing Authority
Fast Facts**

• In 1991, after 44 years of ancestor agencies, MPHA became an independent agency

• Governed by a 9-member board appointed by the Mayor and City Council

• 279 employees

• $103M annual revenue; MPHA is 98% federally-funded

• Manages 42 residential buildings with over 6,000 units and over 10,000 residents, a senior center, and administrative offices

• Provides approximately 26,000 people in Minneapolis with decent, safe, and affordable housing

• 99% occupancy rate

Services include:
- Low-income public housing in high-rise buildings and townhomes
- Senior housing, assisted living, and senior center
- Homeownership program
- Section 8 Housing Choice Voucher Program with over 5,000 families

Visit MPHA's website for more information: mphaonline.org

Mission

To promote and deliver quality, well-managed homes to a diverse low-income population and, with partners, contribute to the well-being of the individuals, families and community they serve.

Vision and Capital Planning

MPHA is focused on providing quality, deeply affordable homes for the 26,000 people they serve in Minneapolis today… and assuring these homes are here for decades to come – for those who need them most.

Their long-term vision is founded upon three strategic initiatives:
- Housing Preservation and Creation
- Education, Employment and Health
- Operational Excellence

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The Organization

In 1937, President Franklin Roosevelt signed the U.S. Housing Act, creating the concept of federal public housing as a cornerstone to his "New Deal" program, to hasten economic recovery nationwide. In Minneapolis, this new program took root in Sumner Field Homes, the first public housing development in the state. Over the next five decades, public housing in Minneapolis grew to include three additional family developments, 42 high- and low-rise developments, and hundreds of single-family homes located throughout the City. In 1991, the public housing authority separated from the City of Minneapolis and became an independent unit of government – officially known as Minneapolis Public Housing Authority in and for the City of Minneapolis.

Today, MPHA is the largest public housing authority in Minnesota. With over 6,000 public housing units and over 5,000 Section 8 vouchers, MPHA serves a diverse community of approximately 26,000 people. MPHA residents and Section 8 participants reside in housing located in virtually every neighborhood of Minneapolis. In addition, MPHA is one among 39 agencies participating in "Moving to Work" (MTW). MTW allows public housing authorities to exercise flexibility over how and where their funding from HUD will be spent. It also permits MPHA to waive various rules and regulations to make choices about how programs and services are delivered, enabling the Agency to respond to specific affordable housing needs in our community. This flexibility gives MPHA greater control in deciding how to use federal appropriations. MPHA's MTW designation provides a powerful tool that can be used to support its mission.

Fast Fact: MPHA is one of 39 "Moving to Work" housing authorities in the United States. The program allows designated housing authorities enhanced flexibility to implement innovative, locally-designed strategies for providing low-income families with affordable housing.

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Agency Overview

Moving to Work

In 2008, MPHA became a Moving to Work (MTW) agency. Under MTW authority, all MPHA's funding is combined. As a result, MPHA can allocate funding without program restrictions to meet agency priorities. Under MTW, MPHA submits an annual plan and annual report to the Department of Housing and Urban Development (HUD) for approval.

Section 8 Housing Choice Voucher Program

The Section 8 Housing Choice Voucher (HCV) Program is a federally funded program that provides rental subsidies (i.e. vouchers), to low-income families for use in the private rental housing market. Most participants pay approximately 30% of their adjusted income as rent, the voucher pays the remaining rent. MPHA administers over 4,600 vouchers.

Public Housing

MPHA owns and manages over 6,000 public housing rental units. These rental units consist of 42 high-rise apartment buildings, 736 single family homes, and 184 town home units. In general, public housing residents pay 30% of their adjusted income as monthly rent in this federally subsidized program.

Public Housing for Seniors

MPHA established a Senior Housing Program in 1993 and has designated 12 apartment buildings with over 1900 apartments for persons 50 years of age or older. MPHA contracts with partners who provide assisted living programs, a memory care program and supportive services to seniors in various buildings in multiple locations throughout the city of Minneapolis.

Services for Public Housing Residents

MPHA supports resident councils which foster community building and resident activities and participation. MPHA has cooperative agreements with various service providers. These service providers offer social work services, a brain injury program, an epilepsy program, congregate dining, and other services to qualifying residents.

Other

MPHA also operates a senior services center with nine tenant partners that offer services and activities for residents and seniors in the community. Partners include YMCA, Northpoint Clinic, Open Circle Senior Day and Grace Hospice.

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> **"The mission we share, in its simplest form, is enhance the lives of families through housing."** –
> **Greg Russ, Executive Director (on** *Thinking Locally, Solving Regionally* **convention in 2017)**

The Role

Minneapolis Public Housing Authority, one of Minnesota's largest public housing providers, is seeking a strategic and visionary Information Technology Leader to plan, direct and execute the agency's strategic technology plan. As the IT Department's primary point of contact, the Information Technology Leader will bring a high-degree of technical credibility and aptitude to guide and deliver technology solutions, agency-wide. Systems thinking, flexibility and excellent communication skills are critical as the new Information Technology Leader will lead the migration to a single platform for asset management and housing programs, thus improving the customer experience and achieving a more seamless user experience – to better serve the agency's residents and staff.

As MPHA looks to the future, the Information Technology Leader will chart the course and set the vision and strategy to drive the agency's technology organization to the next level. Skilled in change management, and with a proactive style and approach, the Information Technology Leader will build a more efficient, innovative and data-rich technology infrastructure to support the agency during a time of innovation and change. The Information Technology Leader will serve as a business and technology partner to all MPHA leaders to help drive the initiatives and change required to implement the agency's strategic vision and 15-year capital plan.

Reporting directly to the Executive Director/Deputy Executive Director, and serving as a member of the Executive Team, the Information Technology Leader will lead a team of 2-3 and is based in Minneapolis, MN.

Key Accountabilities:

- Strategically leads MPHA information technology function in transforming its technology environment to support the agency's evolving needs given the innovation and changes within the public housing sector.
- Leads and directs the work of IT staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining performance standards, allocating personnel, selecting new employees and training staff.
- Directs and leads the work of IT staff in ensuring functional, efficient, and dependable information and telecommunications systems.
- Builds and maintains relationships with executive management in developing a clear understanding of business needs and prioritizing IT tasks and service level changes. Develops an IT work plan in accordance with business objectives.
- Pushes creative thinking beyond the boundaries of existing industry practices and client mindsets.
- Delivers high-quality services to internal departments.
- Builds a more efficient, agile and effective IT model; identifies the IT Department's strengths and weaknesses and suggests areas of improvement.
- Develops functional specifications and system design specifications for projects assigned; reviews and edits requirements, specifications, business processes, policies, and recommendations related to proposed solution.
- Has a 'testing mindset'; provides technical recommendation and testing; leads the development of test plans and testing efforts.
- Is a proactive leader; ensures issues are identified, tracked, reported on, and resolved in a timely manner.

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- Partners with functional and departmental staff to identify, communicate and develop IT solutions; ensuring consistent support and resolution. Communicates needed changes to the development and/or implementation teams.
- Strong project management skills to meet project deadlines and schedules. Communicates and applies project standards and manages resources in accordance with project schedule.
- Develops and implements IT-related policies and procedures; ensures IT systems documentation is up to date and organized.
- Exhibits confidence and maintains knowledge of emerging industry practices that can be applied to solving critical business problems.
- Develops relationships with personnel that foster internal customer ties; communicates effectively with internal customers to identify needs and evaluate alternative business solutions with project management.
- Facilitates effective team interaction.
- Oversees the development, modification, purchase, or implementation of software, hardware and cloud-based applications to meet user needs.
- Ensures that necessary data backup and recovery is in place and coordinates periodic testing of the backup and recovery.
- Performs contract administrator functions for all IT services and products. Coordinates and negotiates all hardware, software, and information systems consulting purchases.
- Coordinates the work of IT staff in providing network administration, hardware repair/upgrade /replacement, software support with third party vendors, customized programming and reporting, and telephone administration.
- Maintains necessary records of all IT hardware and software as well as disposition.

The Ideal Candidate

The ideal candidate is a creative and innovative technology leader with the curiosity and internal drive to develop and execute on information technology strategies to enhance MPHA's current and future technology platform. A strategic and visionary leader, the Information Technology Leader will champion the agency's initiative of Operational Excellence to support Minneapolis Public Housing Authority through a time of innovation and change.

The Information Technology Leader is progressive and forward-thinking, with an ability to lead the department in consensus with the greater agency's priorities and goals. S/he will challenge the status quo, bringing forward new ideas to drive the development of a modern and progressive technology strategy for the agency. A builder with a creative edge, the Information Technology Leader will have the opportunity to pilot new technologies and re-tool the current IT infrastructure. The ideal candidate brings strengths in identifying inefficiencies and improving work processes by balancing operational efficiency with innovative technology solutions. S/he will be knowledgeable about disruptive technology and its potential applicability to the public housing sector.

The ideal candidate will promote a culture of collaboration, innovation, accountability and excellence within the technology department. S/he will be tasked to successfully motivate, challenge and grow the Information Technology team.

Dually-tasked with both leading the transformation to a single platform solution and championing a more customer-centric, IT brand – both in the headquarters office and in the field, the ideal candidate is a strong and inspirational leader. S/he is well-versed in change management to support the Executive Director in the shift toward becoming a more progressive, forward-thinking and modern technology system to support the agency going forward.

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Minimum Requirements:

- Bachelor's Degree in information technology, management information services, computer science, or related field and a minimum of seven (7) years of experience in computer systems and network administration, leading technology projects and coordinating other MIS activities, including a minimum of three (3) years in a supervisory capacity. An equivalent combination of education and experience may be considered.

Technical Skills:

- Bachelor's degree in computer science and/or MIS preferred; advanced degree a plus
- 10+ years of IT experience with a track record of success and increasing responsibility
- Three-Five years demonstrated and progressive leadership and supervisory experience.
- Ability to develop and implement information technology plans based on business objectives.
- Experience should include ERP implementation, project rollouts, and system management preferred
- Microsoft Office experience: Excel, Word, and PowerPoint
- Excellent knowledge of documentation policies, procedures, and systems of internal control
- Business orientation and approach with strong technology capabilities
- Management and administration of IT infrastructure and support
- Programming and system administration background and experience preferred
- Must understand organizational motivation methodologies, how to recognize and reward successes, as well as people management issues
- Team oriented with a sense of urgency
- Demonstrated business acumen
- Knowledge of system configuration, database, network and telecommunication design and implementation
- Experience and knowledge of Microsoft Office 365, enterprise application software, software development trends, software support
- Knowledge of communication systems, VPN, routers, FTP, phone systems, voice over IP, video conference, E-commerce, security technology, cameras, badging systems
- In depth experience and knowledge in application development and implementation.
- Experience managing and negotiating with third party vendors in the procurement of consulting services.
- Experience with cloud-centric infrastructure
- Knowledge of public sector and HUD-specific systems, a plus.

Working Conditions:

- 80% Office environment with occasional travel to various public housing sites and software providers to the agency

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For more information or to send your credentials, please email info@cohentaylor.com
All inquiries will remain confidential.

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