

**Chief Information Officer**  
**Regional Income Tax Agency (RITA)**  
**Brecksville, Ohio**

RITA (Regional Income Tax Agency) invites your interest in the position of Chief Information Officer (CIO). RITA is a municipal taxation and collection agency currently serving over 300 member municipalities located throughout the State of Ohio (more than 50% of Ohio's cities and villages). The agency's administrative headquarters is located in Brecksville within the Cleveland Metropolitan area and is represented by regional offices in the cities of Worthington, Youngstown, Cleveland Heights and Mentor.

RITA is seeking an accomplished information technology professional to provide leadership to the information services department of this high performing statewide municipal tax agency. The CIO directs the day-to-day functions of RITA's Information Services Department and is responsible for the systems development, information processing, computer operations, networking and communications functions of the agency. Reporting to RITA's Executive Director, the CIO will administer a 2019 operating budget of over \$9 million. The position directly supervises and evaluates the work of the Manager for IT Operations/Security and the Manager for IS Development, and 31 department employees and contractors. In addition to planning and directing the business operations of the department, the CIO coordinates with other departments of the agency in support of RITA's business strategy to ensure business and information services alignment and achievement of goals. Please view a comprehensive brochure (attached) and available at [www.mercergroupinc.com](http://www.mercergroupinc.com).

The successful candidate will bring a strong set of executive management skills in information services, technology and operations to the position, with at least seven (7) years of management experience within a comparable public or private sector organization. Previous information management experience in tax administration/collection or municipal finance is considered a plus. A four year degree from an accredited college or university in Information Technology or a closely related field is required and a graduate degree is preferred. Current certification and/or training in information systems or computer programming is also preferred.

The salary range is \$112,887 - \$163,686 (a salary/compensation study is currently underway); the starting salary appointment may be made anywhere within the range, depending upon the qualifications and experience of the successful candidate. RITA is a member of OPERS. Based upon the employee's salary, the agency contributes 14% and the employee contributes 10% for a total contribution of 24%. The pension provides 2.2% of your final average salary for each of the first 35 years of service and 2.5% for each year or portion thereof, for service over 35 years. Employees may retire at 25 years with reduced benefits. This pension benefit does carryover to all recognized public employment in the State of Ohio. A comprehensive health plan is provided. Elective Deferred Compensation and Flexible Account plans, both employee paid, are offered.

To be considered for this exceptional career opportunity, please submit *electronically* a persuasive cover letter explaining why you feel you are a good candidate for the position, a resume, salary history and four professional references (references will not be contacted without prior permission) no later than **May 27, 2019** to:

Clark Wurzberger  
The Mercer Group, Inc.  
Email: [cwurzberger@mercergroupinc.com](mailto:cwurzberger@mercergroupinc.com)

- Tel. (530) 637-4559 (Pacific Time)
- Fax (650) 240-3933

**Submission Deadline is: May 27, 2019**

**RITA is an Equal Opportunity Employer and values diversity at all levels of its workforce. Women and minority candidates are encouraged to apply.**

RITA  
REGIONAL INCOME TAX AGENCY  
*Brecksville, Ohio*



*invites your interest in the position of*

# CHIEF INFORMATION OFFICER



*Ohio's Leader in Municipal  
Tax Collection & Administration,  
Serving Taxpayers & Local  
Governments **Since 1971***

# THE REGIONAL INCOME TAX AGENCY (RITA)



In 1971, thirty-eight northeast Ohio communities joined together to form a Regional Council of Governments (RCOG) to foster cooperation and share resources for the common good of its member communities. Concerned about administrative burdens of local taxation, and wanting to maximize income tax collections for support of crucial local services and community-enhancing amenities for their cities and villages, the first official act of RCOG was the formation of the Regional Income Tax Agency (RITA) to administer the income tax laws of its member municipalities. RITA's fiduciary responsibility is to collect and distribute income taxes for its members and today RITA acts on behalf of more than 300 of Ohio's cities and villages (representing approximately 50% of the State), serving over 1.2 million taxpayer accounts. Separate and apart from income tax administration, RITA also offers a range of optional municipal services, including financial software maintenance and support, through its Municipal Services Department.

RITA is governed by a nine-member Board of Trustees that serve rotating three-year terms. Board members are typically elected public officials, local government administrators and private sector professionals from RITA's member communities and serve on a voluntary basis without compensation. Each member municipality is entitled to one representative and one vote on all RCOG matters, including the annual election of Board members. The Board of Trustees reviews and maintains the general operating policies of RITA and appoints the Executive Director, who oversees the day-to-day operations of RITA. The new Chief Information Officer, who will lead the information services and technology operations functions (IT) of the Agency will be appointed by the Executive Director and confirmed by the Board of Trustees.

RITA's administrative headquarters is located in Brecksville, Ohio within the Cleveland Metropolitan Area, and RITA is also represented by regional offices located in the cities of Worthington, Youngstown, Cleveland Heights and Mentor. More information about RITA may be found at: [ritaohio.com](http://ritaohio.com).

## THE CHIEF INFORMATION OFFICER POSITION

This is a rare opportunity for an accomplished information technology professional to provide leadership to the information

services department of a high performing statewide municipal tax agency. This position will replace the Chief Information

Officer of RITA who will retire September 1 after 17 years of distinguished service. The Chief Information Officer (CIO) directs the day-to-day functions of RITA's Information Services Department and is responsible for the systems development, information processing, computer operations, networking and communication functions of the agency. Reporting to RITA's Executive Director, the CIO will administer a 2019 operating budget of over \$9 million. The position directly supervises and evaluates the work of the Manager for IT Operations/Security, the Manager for IS Development, and 31 department employees and contractors. In addition to planning and directing the business operations of the department, the CIO coordinates with other departments of the agency in support of RITA's business strategy to ensure business and information services alignment and achievement of goals.

### Essential functions of the Chief Information Officer position include:

- Identifying vendors of information processing hardware, software and services required by the agency and managing relationships with them
- Evaluating new technical developments and their applicability in the context of organizational plans and objectives
- Forecasting resource requirements for information services, systems development and technology operations that include personnel, equipment, supplies, professional services and office space and their associated costs in coordination with the agency's budget planning cycle
- Maintaining professional knowledge in applicable areas and keeping abreast of changes occurring in the field through training programs, workshops and seminars. Participating in the IT community and marketplace, as appropriate. Researching new business trends and making recommendations to the Executive Director for implementation
- Directly supervising and supporting employees of the department by assigning and coordinating work activities, instruction and training. Evaluating employee performance and responding to issues and concerns as required. Recruiting, interviewing and recommending candidates for hire. Recommending to the Executive Director employee transfers, promotions, salary increases, discipline or discharge.

## IT STRATEGIC GOALS

- Keep pace with emerging technology and platforms. Provide direction on emerging technologies that could be assimilated into RITA to meet the public's rising expectations of quality and digital connectedness
- Lead the development of IT Strategy and ensure that it is integrated with the agency's strategic plan
- Collaborate with executive leadership and business partners to define and execute the digital business strategy
- Position RITA as a leading-edge agency by continual enhancement of the e-business arena and effective use of technology
- Ensure that RITA's systems are positioned to scale up immensely to accommodate rapid membership growth
- Provide timely and accurate information needed to support RITA's employees and to service other stakeholders in conducting its day-to-day business operations
- Ensure that RITA's vital information and resources are secure and protected

## IT INNOVATION & RESEARCH OBJECTIVES

- Implement OCR capabilities to reduce data entry effort for paper based tax returns
- Replace FileNet Capture with a supported product
- Continue pursuing additional IRS MeF partners for Individual and Net Profit municipal tax returns
- Evaluate feasibility of implementing artificial intelligence (AI) solutions for improved self-service for taxpayers, e.g. Natural Language Understanding – Phone System Self Service, Website Virtual Assistant, Website Co-browsing and Automated Outbound Collections
- Evaluate mobile applications appropriate for RITA and coordinate development and implementation
- Enhance the existing Municipal Tax Levy Program (MTLP) with the IRS when approved by federal authorities to allow the offsetting of federal income tax overpayments against unpaid tax liabilities due RITA members
- Implement an employee intranet for links to important information, training materials, project files, etc.
- Implement secure online chat help capabilities to assist taxpayers during normal and extended business hours at peak filing times
- Implement ability for taxpayers and member tax authorities to submit additional documentation or other requested information securely via the RITA website
- Evaluate machine learning and AI for processing tax returns to reduce overall level of effort and compress overall processing time

- Integrate RITA systems with the Ohio Business Gateway system to eliminate double entry
- Integrate RITA systems with small claims court systems
- Implement video conferencing to support Board meetings and other communications with member municipalities throughout Ohio

## MINIMUM QUALIFICATIONS, EXPERIENCE & TRAINING

The successful candidate will bring a strong set of executive management skills in information services, technology and operations to the position, with at least seven (7) years of management experience within a comparable public or private sector organization. Previous information management experience in tax administration/collection or municipal finance is considered a plus. A four-year degree from an accredited university or college in Information Technology or a closely related field is required and a graduate degree is preferred. Current certification and/or training in information systems or computer programming is also preferred.

## RITA'S "IDEAL CHIEF INFORMATION OFFICER"

The new Chief Information Officer will have the opportunity to join a C-level management team that has historically worked together harmoniously. Creative, implementable approaches to planning and problem solving are encouraged. The entire C-level team as well as the Board of Trustees welcome the fresh perspective of a new CIO to this rapidly growing, high performing organization as it pursues the goal of providing ongoing professional, efficient and effective service to its members.

### **Ideally, the new Chief Information Officer would also be someone who:**

- Brings a record of the highest integrity and ethics, coupled with a professional reputation that complements and enhances the reputation RITA has developed within the State of Ohio
- Possesses a strong business acumen with the ability to assist the Board of Trustees in understanding technical recommendations, investments and long term, strategic plans proposed for the success of the agency. Can communicate high-technology concepts in comprehensible business language for Board members, elected public officials, employees and team members
- Values an inclusive and collaborative approach to managing people, and who prefers to meet goals, objectives and achieve results through teamwork
- Brings highly developed interpersonal skills, is sensitive and empathetic to others, and can relate effectively to employees and agency members, large and small, on a consistent basis. Will serve as an effective advocate for RITA's services in any setting

- Communicates effectively and persuasively, orally and in writing, and views herself/himself an active listener. Can be relied upon to provide her/his best professional recommendations at all times.
- Brings the ability to grasp the potential offered by new information systems and technologies for e-business, tax registration, collection, compliance, data exchange, imaging, web-based applications and disaster preparedness. Will increase RITA's operational efficiency and effectiveness and enable public access and information sharing
- Values, and will earn the respect of, RITA's well-educated and talented workforce while maintaining high expectations for accountability in job performance
- RITA is considered a leader in the use of major technological advancements in systems and services provided to its members, such as web-based applications, electronic filing, electronic workflow, a document imaging system, a virtual private network, and simplified tax forms incorporating auto-calculation routines
- The Greater Cleveland metropolitan area offers residents a wide range of affordable housing options, excellent schools, quality health care, superb cultural attractions, professional and collegiate sports teams, a high quality of life, and is a wonderful place to live, work, play and start a family

## WHY THIS IS AN ATTRACTIVE PROFESSIONAL OPPORTUNITY

- With a client base of 300+ municipalities and an exceptional statewide reputation, RITA is a municipal tax collection and services agency poised for continued growth and greater influence in the State of Ohio
- RITA's executive management team and employees are well educated, talented, loyal, motivated and considered assets of the Agency. RITA's Board of Trustees and workforce function cohesively and have the desire to see the new CIO succeed

### CUTTING EDGE TECHNOLOGY

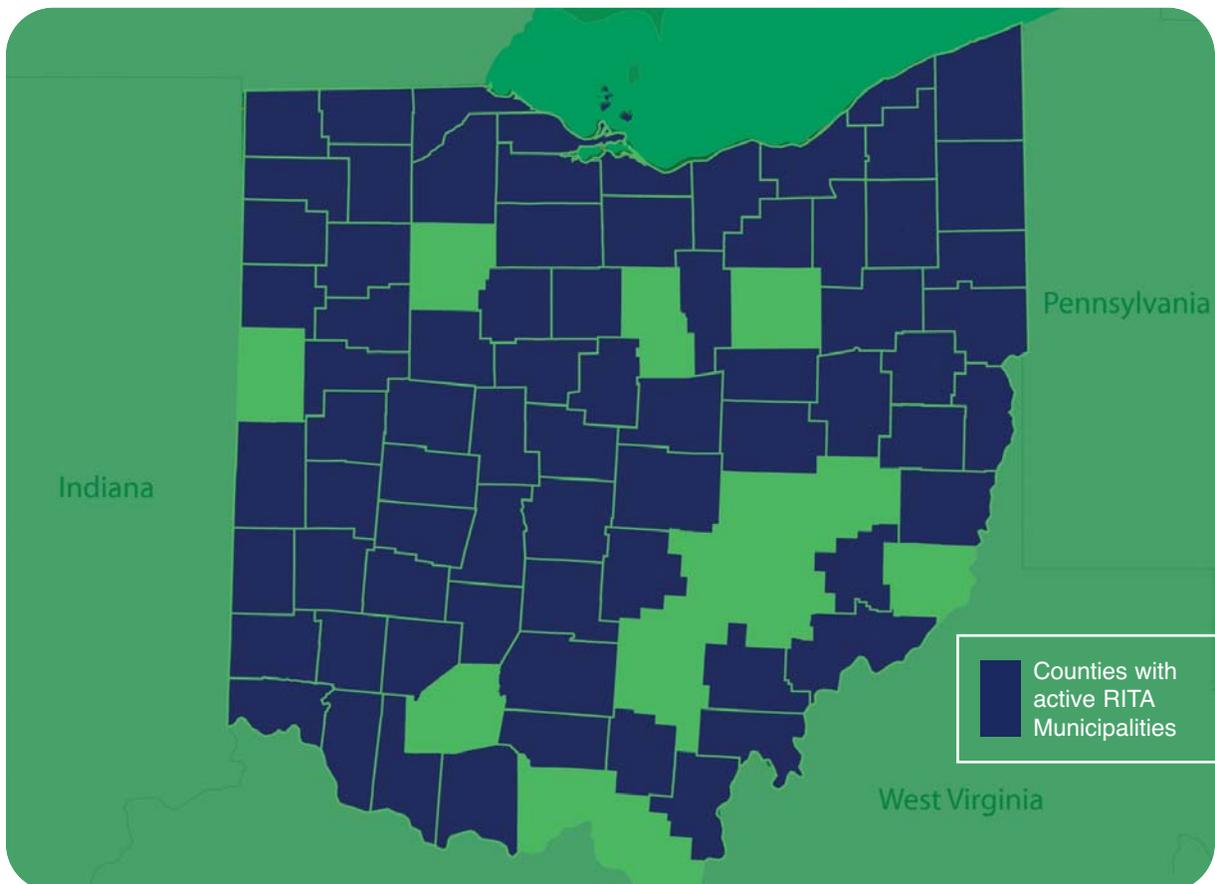


- Electronic filing via [ritaohio.com](http://ritaohio.com) and tax software vendors
- Proprietary RITAX® software designed specifically for municipal income tax
- Online real-time access to taxpayer records and transactions

### BEST PRACTICE SECURITY



- Security Committee establishes and monitors standards and systems
- Systems redundancy and Disaster recovery
- Annual recipient of SOC-1 Audit and 32 year recipient of GFOA Excellence in Financial Reporting Award



## COMPENSATION AND BENEFITS

- The salary range is \$112,887 - \$163,686 (a salary & compensation study is currently underway); the starting salary appointment may be made anywhere within the range, depending upon the qualifications and experience of the successful candidate.
- Eligibility for longevity pay after 5 years of service - \$60/year of service to a maximum of \$1,800.
- RITA is a member of OPERS (Ohio Public Employee Retirement System). Based on the employee's salary, the agency contributes 14.0% and the employee contributes 10.0% for a total contribution of 24.0%. The pension provides 2.2% of your final average salary for each of the first 35 years of service and 2.5% for each year or portion thereof, for service over 35 years. Employees may retire at 25 years with reduced benefits. This pension benefit does carryover to all recognized public employment in the State of Ohio.
- RITA provides employees and dependents with a comprehensive health plan including health, dental, vision, and prescription coverage.
- Life Insurance is provided.
- Generous vacation, sick leave and administrative leave package with nine recognized holidays.
- RITA has an elective Deferred Compensation Plan and Flexible Account Plan (both are employee paid).

## THE CLEVELAND METROPOLITAN AREA

Greater Cleveland, a nine-county area with a population of more than five million, offers world-class cultural institutions, major league and collegiate sports, state-of-the-art attractions, unique ethnic neighborhoods, exceptional shopping and dining experiences, nightlife and internationally acclaimed

education and health institutions. The Cleveland area borders Lake Erie and is enhanced with a 60 mile string of parks and greenbelts known as the "Emerald Necklace". Cleveland has been named one of the 10 safest and culturally most fascinating cities to visit in the nation. Recent studies have shown that housing costs remain affordable while much of the country has experienced steady increases. Residents enjoy a lower average monthly mortgage payment than residents in 18 other leading major metropolitan areas in the nation. The Cleveland Metropolitan Area has a strong, diversified economy with 12 Fortune 500 firms headquartered there. Discover more about the Cleveland area at: [www.clevelandplus.com](http://www.clevelandplus.com)

## TENTATIVE RECRUITMENT SCHEDULE

<b>5/27/2019</b>	<b>Closing Date for Submissions</b>
Week of 5/27	Review and Screening of Submissions
5/31 to 6/10	Consultant Interviews and Completion of Supplemental Questionnaire by the More Qualified Candidates
Week of 6/17	Screening of Recommended Semi-Finalist Candidates with the C-level Management Team
Week of 6/24	Interviews of Finalist Candidates in Brecksville, Ohio with Board of Trustees – Possible Selection of Chief Information Officer
Week of 6/24	Consultant Completes Reference Checks
To Be Determined	Negotiation of Terms of Employment and Appointment of the Chief Information Officer



## TO APPLY

Please submit a persuasive cover letter explaining why you believe you are a good candidate for this position, a resume, salary history and at least four professional references *electronically* (Work history references will not be contacted without prior permission.) no later than **May 27, 2019** to:

**Clark Wurzberger**  
**The Mercer Group, Inc.**  
**Email: [cwurzberger@mercergroupinc.com](mailto:cwurzberger@mercergroupinc.com)**  
• **Tel. (530) 637 – 4559 (Pacific Time)**  
• **Fax (650) 240 – 3933**

**Submission Deadline is: May 27, 2019**

*Electronic submissions required. Please note the submission instructions.* Following the submission due date, candidates will be screened in relation to the criteria outlined in this brochure. Candidates with the most relevant qualifications will receive preliminary interviews with the Consultant. The most qualified candidates will be referred to the RITA Board of Trustees for further consideration. Preliminary background checks will include validation of college degree(s) criminal, credit, bankruptcy, motor vehicle and other public records.

***The Regional Income Tax Agency is an Equal Opportunity Employer and values diversity at all levels of its workforce. Women and minority candidates are encouraged to apply.***

