


CITY OF MEDFORD

CAREER OPENING



MEDFORDOREGON.GOV



INNOVATION TECHNOLOGY DIRECTOR



MEDFORD
OREGON



THE FINEST PEOPLE WORK HERE, SHOULDN'T YOU?

ABOUT OUR CITY

Medford is located in Southern Oregon in the heart of the Rogue Valley and is the county seat for Jackson County. Located along Interstate 5 and just 27 miles north of the California border, Medford has 89,946 residents and is the regional industrial, medical and service center for 221,000 people, making it the fourth largest metro area in Oregon. Medford is a regional center for a seven-county area serving southern Oregon and northern California.

Protected by surrounding mountains, Medford has a relatively mild climate and four distinct seasons, providing diverse opportunities for year-round recreational and cultural opportunities. The area is serviced by the Rogue Valley International Airport, which provides easy access in and out of the area. The airport is a full-service airport that provides non-stop flights to seven large hub airports.

Medford operates under the Council-Manager form of government with the Mayor, who is elected city-wide, and eight Council members representing four different wards. The City allocates resources through a biennial budget that is approved through June 30, 2027.

The City has approximately 532 full-time and 234 part-time/seasonal employees across 11 departments: City Manager's Office; City Attorney; Building Safety; Finance; Fire; Human Resources; Parks, Recreation, & Facilities; Planning; Police; Public Works; and Innovation & Technology, as well as the Medford Urban Renewal Agency.

OUR CITY'S VISION

Medford will continue to offer an exceptional quality of life for all generations. Residents and visitors alike will experience a vibrant community, safe and connected neighborhoods, and exemplary cultural and recreational opportunities. As the center of the Southern Oregon economy, businesses and educational institutions will find a collaborative environment encouraging partnerships, growth and innovation.

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OUR MISSION STATEMENT

Medford -

A Fantastic Place to

Live, Work & Play

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OUR CORE VALUES

INTEGRITY:

Adherence to moral principles and professional ethics – sound character.

ACCOUNTABILITY:

We recognize our decisions and actions – as individuals and as an organization – positively impacting the community through best practices.

CARING:

Enthusiastically embracing our community through a performance culture.

COURAGE:

Have the courage to make the difficult decisions and stand by them.

TEAMWORK:

Valuing our colleagues and community in working collaboratively.



ABOUT OUR INNOVATION & TECHNOLOGY DEPARTMENT

The Innovation & Technology (IT) Department is the backbone that connects Medford's citizens to essential city services vital for daily living, work, and recreation. With a dedicated team of 12 creative and talented professionals, the IT department supports approximately 630 internal staff members across sixteen remote worksites, ensuring they have the networking and computing resources needed to fulfill the City's mission. IT is committed to facilitating the City's unique business processes through cost-effective hardware and software solutions, providing frontline desktop software and hardware support, and implementing a proactive hardware replacement program. Additionally, IT expands its information systems and infrastructure to serve all Jackson County Public Safety agencies via a county-wide records management system.

Innovation & Technology has four primary areas of responsibility: network operations, enterprise application administration, service desk, and geographical information systems.

- **The network operations team** includes three (3) staff who are responsible for the computing infrastructure that is dispersed throughout sixteen (16) city locations.
- **The enterprise application administration team** consists of three (3) staff who are responsible for most software applications used throughout the city as well as supporting the public safety records management solution utilized by all Jackson County public safety agencies.
- **The service desk team** has three (3) members who are responsible for troubleshooting end-user issues, supporting staff in a hybrid work model, deploying hardware and software, ordering equipment, and administrative tasks for the department.
- **The geographical information systems team** has two (2) staff who are responsible for managing the GIS infrastructure, developing applications, and providing solutions for departments based on land data.



THE POSITION

Our new Innovation & Technology Director will be joining a high-performance organization focused on delivering reliable, secure, and customer-centered technology services citywide. The Innovation & Technology Director plans, organizes, directs, and coordinates all operations and activities of the Innovation & Technology Department; develops and implements the City's Innovation & Technology Strategic Plan in cooperation with other departments; establishes appropriate technology policy; and represents the City with internal and external technology partners and stakeholders.

Reporting directly to the City Manager, this at-will position provides strategic, ethical leadership for citywide technology services, including information security, compliance, and technology investments aligned with business needs and sound fiscal principles.

The Innovation & Technology Director oversees enterprise applications, infrastructure, and customer support; leads major technology initiatives and capital projects; and partners with City leadership and departments to strengthen service delivery, resilience, and innovation. The Innovation & Technology Director also serves as the City's Chief Information Security Officer.

Key priorities and major initiatives include:

- Domain name change
- Support implementation of RMS
- Establish a framework for automated software deployment and updates
- Evaluate solutions for virtual server farm management
- Evaluate VPN solutions
- Continue progress for AI utilization throughout the City

This position requires ten (10) years of increasingly responsible IT experience, including four (4) years in a supervisory or executive leadership role.

A bachelor's degree in computer science or management information systems may substitute for two (2) years of experience; or a master's degree in computer science or management information systems may substitute for four (4) years of experience.

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**A FULL JOB DESCRIPTION CAN BE FOUND
ON THE CITY OF MEDFORD WEBSITE
AT: CITYOFMEDFORD.ORG**





OUR IDEAL CANDIDATE ...

Is an experienced, people-centered leader who empowers and mentors their staff, sets clear expectations, and builds a healthy, respectful work environment rooted in integrity and trust. Excellent communication skills are crucial in this role. To be an effective communicator, it is essential to be a good listener, an articulate speaker, and a clear, concise writer who can translate technical concepts for a wide range of audiences, from front-line users to executive leadership and Council.

Brings strong technical and analytical depth across infrastructure, enterprise applications, customer support, and information security, along with a practical understanding of how technology enables city services. This leader is comfortable balancing daily operational reliability with modernization efforts and long-term planning, while keeping customer service, resilience, and risk management at the forefront.

Is a strategic thinker and problem solver who approaches technology as a business partner. A collaborative leadership style is essential, with the ability to build trust and strong working relationships across departments and with external partners. The successful candidate will be curious, solutions-oriented, and skilled at guiding teams through change while supporting continuous improvement in business processes.



Understands that security and continuity are non-negotiable in local government. A strong fit for this role brings a security-first mindset, sound judgment, and discretion, and will help strengthen practices around compliance, disaster recovery, vendor partnerships, and technology investments.

This position requires organizational agility. One day may involve presenting recommendations or project updates, and the next may require working alongside department leaders to align priorities, budgets, and service expectations. The Director must be able to navigate the administrative responsibilities of the role, including budget development, contract oversight, performance measures, and personnel leadership.

We are looking for an approachable leader who champions teamwork, values professional growth, and brings steady, positive energy to the work. This role offers the opportunity to shape the City's technology future while supporting essential services across Medford.





CORE COMPETENCIES FOR THIS ROLE

Business Thinking

Effective performers see the City as a series of integrated and interlocking business processes. They understand general business concepts that govern these systems and their interfaces. They create and/or realign these systems in response to changing needs. They understand that a change in one process can have dramatic and unintended impact across the entire City. They are adept at using these interdependencies to synergistic advantage.

Delegation

Effective performers willingly entrust work to others. They provide clear guidelines, monitor, redirect, and set limits as needed. They provide challenging assignments whenever possible, sharing the authority and providing resources and support that empower others to meet their expectations.

Strategic Thinking

Effective performers act with the future in mind. They plan and make decisions within the framework of the City's strategic intent. They know and understand the factors influencing strategy (e.g., core competence, customers, and the organization's current strengths and limitations). They consider future impact when weighing decisions. They constantly think in terms of continually improving City services.

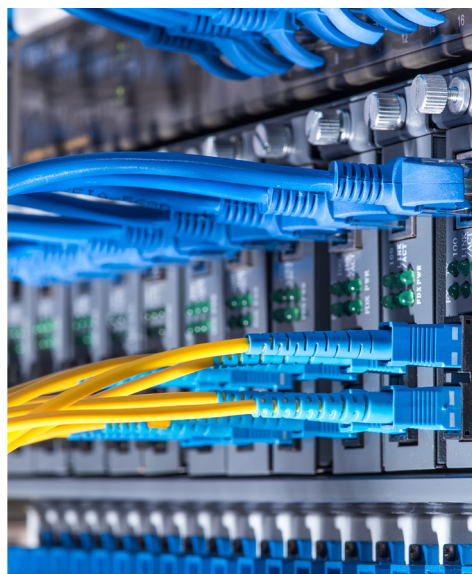


Team Management

Effective performers create and maintain functional work units. They understand the human dynamics of team formation and maintenance. They formulate team roles and actively recruit and select to build effective workgroups. They develop and communicate clear team goals and roles and provide the level of guidance and management appropriate to the circumstances. They reward team behavior and foster a team atmosphere in the workplace.

Technology Savvy

Effective performers use technology to be successful in their organizational role. They value technology and understand the necessity of leveraging it to stay productive and competitive. They are proactive in investigating and adopting new technologies to achieve competitive advantage.



APPLICATION AND SELECTION PROCESS

To apply visit the City's website at www.cityofmedford.org and submit an online application, resume, and cover letter. This position will remain open until filled, with the first review of applications beginning on Tuesday, January 20, 2026.

TIMELINE:

December 18: Position Opens

January 19: Position Closes

February 23 & 24: Interviews (*2-day process*)

Target Start Date: TBD

COMPENSATION & BENEFITS

The salary range for this position is **\$151,456.92-\$193,301.68**. Salary placement is dependent upon experience, qualifications and in adherence with Oregon pay equity law.

The City of Medford provides an excellent benefits package including:

INSURANCE BENEFITS

- Medical/Dental/Vision for employee and family, paid at 100% by the City with the opportunity to buy up to a lower deductible plan
- Long Term Disability Insurance
- Life Insurance – Policy Value of \$50,000
- Accidental Death & Dismemberment – Policy Value of \$50,000
- Health Reimbursement Arrangement (HRA-VEBA) – The City contributes \$300 per month to your account
- Flexible Spending Account (FSA) – Employees have the option to enroll in a Health Care FSA or a Dependent Care FSA
- Voluntary Aflac

WELLNESS

- The City's Wellness Program promotes physical, social, emotional, intellectual, financial and environmental wellness with various goals and challenges to participate in throughout the year. Employees may qualify for wellness incentives by completing milestones set within the wellness program.
- The City has a fully equipped fitness center available 24 hours a day



COMPENSATION & BENEFITS (CONTINUED)

VACATION AND SICK LEAVE

- Employees accrue vacation starting at 144 hours per year
- Employees earn 96 hours of paid sick leave annually
- Employees receive 10 paid holidays each year

ADDITIONAL BENEFITS

- Car allowance
- Cell phone allowance

RETIREMENT

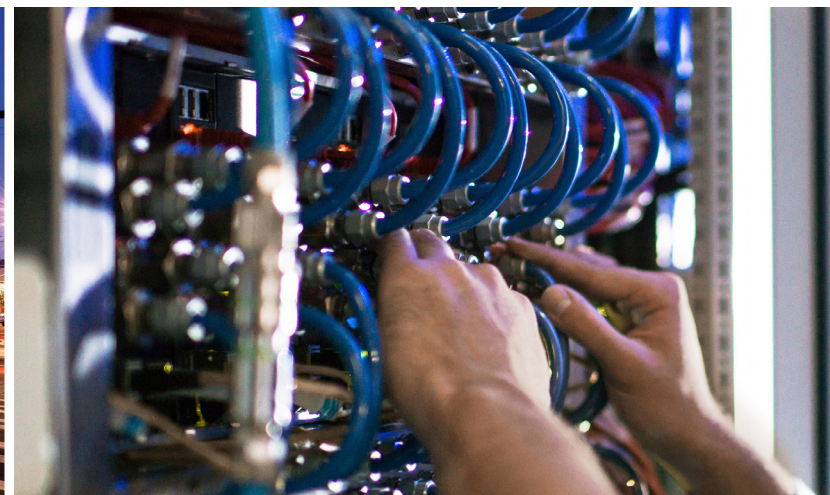
- Oregon Public Employee Retirement System (PERS) is 100% paid as the City pays the Employee's (6%) and the Employer's (6%) contributions.
- Deferred compensation (Section 457 Plan) - The City contributes 1% to each employee in this group, provided that the employee contributes at least 1% of salary.

For additional information regarding the City of Medford, please visit the City's website at www.cityofmedford.org

The City of Medford is an equal opportunity employer

If you have any questions or wish to explore this opportunity further, please contact Cristy Craft, Human Resources Recruiter

Email: cristy.craft@cityofmedford.org | Phone: 541-774-2014





City of Medford
Innovation and Technology
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MEDFORD
INNOVATION & TECHNOLOGY