



Washington State Convention Center  
**Information Services Director**  
Position Description Summary

Department: Information Services

Starting Salary: \$109,000 or DOE

Supervisor: Vice President of Administration / AGM

The following is a summary of the general nature and level of work performed by the staff member in this position. This description is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities. Other duties may be assigned.

This position will be open until filled. Review of applications will begin immediately.

The **Information Services Director** will serve as a hands-on manager and leader for IT infrastructure and applications, aligning IT's vision, roadmap and execution with strategic business objectives. The successful candidate will lead, direct, empower, and impassion team members and enable the business by delivering operational excellence in existing platforms and leveraging newer technologies. The Director will build executive relationships, maintain high customer satisfaction ratings, and retain overall accountability for delivery of IT applications and infrastructure projects and services. The IS Department includes the Director and 2 IS staff servicing 15 network servers, 3 databases, 2 locally hosted websites and approximately 110 desktops with customers including WSCC employees and WSCC contractors.

### **Primary Responsibilities**

- Lead, uphold, and improve internal IT operational and engineering standards, policies, and procedures.
- Develop and manage execution of near term and multi-year strategies and roadmaps for applications, infrastructure, operations, disaster recovery, security, desk side support and IT asset management.
- Partner with senior business leadership to enable business strategies through the creative and practical application of existing and emerging technologies.
- Drive customer focused solutions through intuitively understanding business needs across the enterprise.
- Manage and leverage third party service providers and evaluate build versus buy opportunities.
- Educate the two technology staff about infrastructure and emerging trends. Also educate the business partners regarding how applications and emerging technology can enable their business to operate more efficiently and effectively.

**Technology Management:** Provide the hands-on leadership to build a service culture in the IT Department. Evaluate and work with subject matter experts to review existing technology situation to better support business applications and to implement architectural and operational best practices. Manage on premise networking equipment including p.c.'s servers, cellular interphases, digital media players, Cisco switches and wireless access points as well as cloud based applications.

**End User Support:** Maintain productive communication channels with all WSCC staff to ensure the delivery of personable and knowledgeable desk-side support for technical and application questions.

**Governance:** Develop an efficient and effective governance process in which both IT and the business take an active role for business benefit and tactical objectives. Develop and implement a 3-year IT technology roadmap that is clearly aligned to strategic business objectives.

**Skills & Training:** Lead the IT Department and evaluate which IT core competencies are the highest value to the business. Rebalance IT roles, responsibilities and capabilities for optimal performance. Align training objectives to immediate business needs and industry standards.

**Security:** Create desktop management support and security awareness programs for WSCC staff with required training for pertinent topics. Ensure technology and applications efficiency, reliability and security through the use of best/standard business practices and effective management including maintaining current anti-virus and firewall applications and protocols.

- continue -

**Application Management:** Provide users with initial and ongoing network technical support, including initial training for new systems and other basic system software. Develop, maintain and propose improvements to the total automated business management system (Ungerboeck Software) as required. Maintain the Ungerboeck system to ensure effective and efficient business processes from sales, events, reporting, finance, exhibitor orders, onsite contractors and more. Other applications Kronos timekeeping, VURV Performance Impact (HR), Four Winds Interactive (Digital Signage), Adobe Pro, Drupal (Website application), Crystal Reports, SQL Server, JAVA, and Microsoft Office Suite of products.

**Website Management:** Working knowledge with the management and configuration of websites of both in shared hosting environment and virtual private server environment.

**Business Management:** Provide leadership to understand issues affecting current IT service delivery, areas needing improvement with recommendations needed to resolve issues and performance gaps. Develop and maintain liaison with outside organizations, agencies and companies who frequently provide technical services.

**Education and Training:** Bachelor's degree (B. A.) from four-year college or university with major course work in information technology, computer science, business engineering or a related field; or, equivalent combination of education and experience. Six (6) years of increasingly responsible information technology management and contract administration experience including three (3) years' experience supervising technology professionals and project management experience. An equivalent combination of experience and education sufficient to perform the essential job functions and provide the required knowledge.

**Distinguishing Characteristics:**

The following qualifications are expected in order for the candidate to be highly successful:

- Customer-focused, selfless team player that can effectively lead a team with a positive attitude
- The desire, willingness, and capability to "roll up their sleeves" and do as well as lead
- A passion for operational excellence and success
- Recognizes when external perspective, expertise, services or leverage are appropriate and develops strong working relationships with providers
- Excellent communication skills including the ability to produce clear and well organized documents
- Ability to effectively plan, prioritize, document, and implement
- Ability to effectively manage multiple projects and priorities simultaneously
- Strong analytical skills with the ability to analyze and understand business practices, elicit and define requirements, and identify appropriate solutions and options
- Strong situational awareness and conflict resolution skills

**Application Process**

This position will be open until filled. Review of applications will begin immediately.

- The Application for Employment and Structured Questionnaire for this position is available at the WSCC Service Entrance, located at the corner of 9th Avenue and Pike Street.
- Return these fully completed forms to the Service Entrance drop box or mail these forms to:

**WSCC Human Resources  
800 Convention Place  
Seattle, WA 98101**

**Please Note:**

- Resumes may be included, but not substituted for the Application for Employment or Structured Questionnaire.
- The applicant is responsible to submit the completed Application for Employment or Structured Questionnaire. Providing incomplete documentation may delay action or disqualify you.
- The final hiring process involves employment reference checks and a criminal background check.
- If accommodations are required to complete the application and/or interview process, please contact Human Resources at (206) 694-5038.

Washington State Convention Center is an Equal Opportunity Employer



Washington State Convention Center  
**Information Services Director**  
Structured Questionnaire

---

Name:	Date:
-------	-------

Please type or clearly print your answers to the following questions on a separate sheet of paper (do not exceed four pages).

1. What should we know about how your personality, leadership style, and experience combine to fulfill the role that convention center leadership might not fully appreciate by simply reading your resume?
2. This position will manage the IT Department through a transition process, examining all essential IT areas, strengthening and realigning IT core competencies, and unifying staff and external service providers to deliver technology capabilities that support WSCC's strategic business objectives. Describe an experience where you led a significant transition, how you approached the challenge, 3 key lessons learned, and what you would do differently the next time.
3. Describe your experience leading the day to day operations with a technology team and how you enabled the team to deliver extraordinary customer services.
4. Rate your experience and knowledge in each of the following areas, using a scale of 1 (weak) to 5 (strong). We recognize that each candidate has a unique blend of strengths and weaknesses. Help us understand yours.
  - a. IT infrastructure technology management
  - b. End user support
  - c. Skills and training program development
  - d. Information security
  - e. Enterprise application management
  - f. IT governance and strategic planning
  - g. Policy and procedure development
  - h. Website management
  - i. Software development
  - j. Leadership presentation skills
  - k. Management of employees under your responsibility

Washington State Convention Center is an Equal Opportunity Employer



# Washington State Convention Center Public Facilities District Applying for Employment

Washington State Convention Center Public Facilities District is an Equal Opportunity Employer

<b>Applicant Name:</b>	<b>Position Title:</b>
------------------------	------------------------

## 1. Before Applying

Obtain a copy of the recruitment announcement for the position in which you are interested. Recruitment announcements are available on the Washington State Convention Center Public Facilities District (WSCC) website at [www.wsc.com](http://www.wsc.com) (under employment information), and at the Service Entrance located at 9th Avenue and Pike Street.

Compare your education and experience with the requirements listed on the recruitment announcement. If you meet the requirements, proceed with the application process. The recruitment announcement will also contain general, relevant information about the position such as some of the duties, requirements and special conditions.

## 2. What We Need from You

- Complete the Application for Employment and Structured Questionnaire by typing or printing clearly in ink
- Read instructions carefully and provide all requested information
- Start with your most recent experience and work backwards
- Emphasize your experience and education that relates directly to the requirements on the position announcement and summarize all other experience
- You may include a resume with your application packet if you wish
- Submit a separate Application for Employment and Structured Questionnaire for each recruitment announcement unless otherwise instructed
- Sign your application(s) at the bottom of page 2
- Legible photocopies may be submitted for other positions but must contain an original signature and current date

## 3. Where Do I Submit My Application Forms?

You may return the application forms either by mail or in person. Applications submitted electronically will not be accepted as an original signature on the document is required.

- Mail to: WSCC Human Resources  
800 Convention Place  
Seattle, WA 98101-2350
- Drop box: WSCC Service Entrance  
9th Avenue and Pike Street

## 4. What Happens After We Receive Your Application Forms?

- You will receive a letter acknowledging receipt of your fully completed and signed application
- If you are selected for an interview, you will be contacted by the WSCC Human Resources department
- If accommodations are required for the interview, please contact Human Resources at (206) 694-5038
- Positions remain open until filled, unless otherwise specified or withdrawn



# Application for Employment

Washington State Convention Center Public Facilities District is an Equal Opportunity Employer

Human Resources: (206) 694-5038

Job Line: (206) 694-5039

Washington Relay Service: (800) 833-6388

If you are selected for an interview and accommodations are required, please contact Human Resources at (206) 694-5038.

**Position Title:**

### Instructions

- Carefully read the job announcement relating to the position for which you are applying
- Provide all information requested either by entering the individual fields on the online PDF form or by printing legibly in ink
- Be sure to complete all forms, including signatures and dates as indicated. An incomplete application may delay action or disqualify you
- Please return all required materials as indicated on the job announcement

Last Name		First Name		Middle Initial
Street Address		City	State	Zip Code
Home Phone ( ) -	Message Phone ( ) -		E-mail Address	
Are you currently a Washington State Convention Center (WSCC) employee?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have you previously worked for WSCC?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are you 18 years or older?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Can you provide documentation that authorizes you to work in the United States of America?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If a driver's license is required for the position, final approval for employment will be subject to a review and approval of your motor vehicle records. If this position requires a license, do you have a valid Washington State Driver's License?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
How did you learn of this employment opportunity? <input type="checkbox"/> Current WSCC employee <input type="checkbox"/> Friend <input type="checkbox"/> Job Fair <input type="checkbox"/> Job Line				
<input type="checkbox"/> Newspaper	<input type="checkbox"/> WSCC website	<input type="checkbox"/> WSCC lobby kiosk	<input type="checkbox"/> Other	

High School	Location (City & State)		Graduate/G.E.D. <input type="checkbox"/> Yes <input type="checkbox"/> No	
College or University	Location (City & State)		Graduate <input type="checkbox"/> Yes <input type="checkbox"/> No	
Degree Title	Major		Credit Hours	
Other Training	Location (City & State)			
Other Training	Location (City & State)			
Other Training	Location (City & State)			
Other valid professional licenses and certificates	Type of License	Issuing State	Registration No.	Expiration Date
Names of relatives employed by WSCC	Department/Division		Relationship	
Have you been convicted of a felony within the past 10 years? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If yes, for what were you convicted?				
Note: A conviction will not necessarily bar you from employment and will be considered only if it relates reasonably to the job duties.				

**Previous Employment: This section must be completed in detail.** A resume will not substitute for a completed WSCC application unless the job posting so indicates. Beginning with your present or most recent employment, list work experience gained during the past 10 years. Include any periods of self-employment, U.S. military service, and any job-related volunteer experience. If more than one position has been held with the same employer, list each separately. If additional space is necessary, please attach additional sheets.

Job Title		Employer's Name and Address	
Supervisor's Name			
Supervisor's Phone Number ( ) -	Employer's Phone Number ( ) -	Number of employees supervised by you	
Dates Employed (Mo./Yr.) / to /		Hours per week	Last Salary \$
Duties		Reason for leaving or considering change	
Job Title		Employer's Name and Address	
Supervisor's Name			
Supervisor's Phone Number ( ) -	Employer's Phone Number ( ) -	Number of employees supervised by you	
Dates Employed (Mo./Yr.) / to /		Hours per week	Last Salary \$
Duties		Reason for leaving	
Job Title		Employer's Name and Address	
Supervisor's Name			
Supervisor's Phone Number ( ) -	Employer's Phone Number ( ) -	Number of employees supervised by you	
Dates Employed (Mo./Yr.) / to /		Hours per week	Last Salary \$
Duties		Reason for leaving	
Job Title		Employer's Name and Address	
Supervisor's Name			
Supervisor's Phone Number ( ) -	Employer's Phone Number ( ) -	Number of employees supervised by you	
Dates Employed (Mo./Yr.) / to /		Hours per week	Last Salary \$
Duties		Reason for leaving	

I certify that all statements on my application materials are true to the best of my knowledge. I understand that false statements shall be sufficient cause for elimination from further consideration or, if employed, for disciplinary action up to and including termination. Unless otherwise indicated, I agree and give my consent that any person, firm, or organization listed hereon is authorized to furnish WSCC with reference material concerning my character, past employment, or any other information requested. Further, I understand that at the time of hire I will be required to provide documentation that authorizes me to work in the United States of America.

Printed Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

- Be sure to complete all forms, including signatures and dates as indicated. An incomplete application may delay action or disqualify you
- Unless otherwise instructed, please return your application forms to the WSCC Service Entrance located at the corner of 9th Avenue and Pike Street or mail to: WSCC Human Resources Department, 800 Convention Place, Seattle, WA 98101-2350



# Washington State Convention Center Public Facilities District Authorization to Release Reference Information

Washington State Convention Center Public Facilities District is an Equal Opportunity Employer

## Notice to Employment Applicant

This form is used to obtain relevant information from references to be used in considering your candidacy for employment with the Washington State Convention Center Public Facilities District ( WSCC). We may contact individuals for information beyond the list of references that you may provide us, including current or previous employers, supervisors, co-workers, and others.

## Reference Information Release Authorization Statement

With my signature below, I, \_\_\_\_\_, authorize WSCC to contact current and previous employers, supervisors, co-workers, and others regarding my employment and education history, including, but not limited to, training, knowledge, work experience, and performance, in order to obtain information that may be used in evaluating my candidacy for employment.

I knowingly and voluntarily release WSCC, its board of directors, its individual employees, and all of my former or present employers, their individual employees, and other individuals, from any and all unknown claims for damages or other relief arising out of this request for and receipt of information to the extent permitted by law.

A photocopy of this signed Authorization is as valid as the original and shall be provided to anyone from whom information is requested in determining my qualifications.

Printed Name	Signature	Date
--------------	-----------	------

## Professional References (supervisors, co-workers, subordinates):

Name	Company/Position	Telephone



# Washington State Convention Center Public Facilities District Voluntary Applicant Questionnaire

This information will be used by Human Resources for statistical purposes only

The board of directors of the Washington State Convention Center Public Facilities District (WSCC) has been and remains firmly committed to a policy of equal employment opportunity and nondiscrimination on the basis of race, creed, color, national origin, sex, marital status, sexual orientation, gender identity, genetic information, age, religion, veteran status, military service, disability or any other status protected by law. WSCC is committed to a policy of equal employment opportunity in the workplace.

The purpose of this questionnaire is to effectively monitor outreach efforts to create a broad applicant pool. Completion of this questionnaire is entirely voluntary and its contents will remain confidential. The Applicant Questionnaire will be detached from the other materials in the application package and will be kept in a separate statistical file which is not used in the hiring process. The information contained within will not be considered when making hiring or other employment decisions, nor will it be shared with any WSCC representative making these decisions. Failure to provide this information will not affect the status of your application. If you do not wish to provide this information, please check the box below, sign the form and return it with your application.

Last Name	First Name	Middle Initial
Gender <input type="checkbox"/> Female <input type="checkbox"/> Male	Date of Birth (MM/DD/YYYY)	

### Ethnicity/Hispanic Origin

Hispanic origin includes all persons of Mexican, Puerto Rican, Cuban, Central American, South American or other Spanish culture or origin, regardless of race. It does not include persons from Portuguese speaking cultures such as Portugal or Brazil. The Spanish/Hispanic/Latino question is about ethnicity, not race.

Are you of Hispanic Origin?  Yes  No

### Race Information (check all that apply)

- American Indian/Alaskan Native:** A person having origins in any of the original peoples of North and South America (including Central America), and who maintains a tribal affiliation or community attachment.
- Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.
- Black/African-American:** A person having origins in any of the Black racial groups of Africa.
- Native Hawaiian/Other Pacific Islander:** A person having origins in any of the original peoples of Hawaii, Guam, Samoa or other Pacific Islands.
- White/Caucasian:** A person with origins in any of the original peoples of Europe, the Middle East or North Africa.

### Disability Information

For data reporting purposes, a disability, as defined under the Americans with Disabilities Act, is a physical or mental impairment which substantially limits one or more major life activities. A physical or mental impairment is defined as any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory, cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin and endocrine. The regulations also cover any mental or psychological disorder.

Do you have a physical or mental condition that substantially limits any of your major life activities?  Yes  No

**I do not wish to provide this information.**

Printed Name	Signature	Date
--------------	-----------	------



# Washington State Convention Center Public Facilities District Veteran's Preference

Washington State Convention Center Public Facilities District is an Equal Opportunity Employer

Last Name	First Name	Middle Initial
-----------	------------	----------------

Eligibility for veteran's preference is defined in RCW 73.16.010 as honorably discharged soldiers, sailors and marines who are veterans of any war of the United States, or of any military campaign for which a campaign ribbon shall have been awarded, and their widows or widowers, shall be preferred for appointment and employment. Age, loss of limb, or other physical impairment, which does not in fact incapacitate, shall not be deemed to disqualify them, provided they provide the capacity necessary to discharge the duties of the position involved: PROVIDED, that spouses of honorably discharged veterans who have served connected permanent and total disability shall also be preferred for appointment and employment.

Are you a military veteran eligible for veteran's preference?

- No
- Yes

Are you a widow/widower of a military veteran eligible for veteran's preference?

- No
- Yes

Are you a spouse of an eligible military veteran with a service connected permanent and total disability?

- No
- Yes

Applicants claiming veteran's preference eligibility may be required to provide documents to verify eligibility, such as a DD 214 or NGB 22.