



POSITION: Executive Director

REPORTS TO: Board of Directors

LOCATION: Denver, Colorado

Vision: *The Statewide Internet Portal Authority is to transform Colorado government service delivery through the use of technology, allowing a single point of contact for members of the public to access state and local government information, products, and services.*

Mission: *The Statewide Internet Portal Authority is to provide efficient and effective services for citizens through the use of modern business practices and innovative technology solutions.*

Purpose Statement: *We improve the quality of life in Colorado by connecting the public to efficient services through technology, enabling governments to focus on their core missions.*

What is the Colorado SIPA?

The Colorado Statewide Internet Portal Authority (SIPA), was created by Colorado [Statute](#) in 2004 with a mandate to connect citizens with Colorado state and local government through the officially recognized statewide internet portal (Colorado.gov). SIPA is an independent, self-funded special purpose authority of the State. Today, SIPA helps connect Colorado residents with state agencies, local governments, special districts, public K-12, colleges, and universities using effective and efficient technology solutions. SIPA is the single most comprehensive delivery channel for e-Government services. SIPA's services allow Coloradans to complete tasks such as paying taxes, starting a business, downloading forms, payment processing, renewing professional licenses, driver's licenses, vehicle registrations, and pet licenses. Colorado governments can create and maintain a web presence on Colorado.gov at no cost to the government, accept electronic payments without needing to procure a PCI-compliant system of their own, deploy mobile applications, and

much more using solutions provided through SIPA. This organization currently serves more than 710 Colorado government customers. Most SIPA customers are small towns, special districts, and other local governments.

In FY 2018 - 2019, SIPA generated approximately \$22.2 million in total revenue, with about \$2.8 million in operating revenue (total revenue minus the costs of goods and services provided). Some revenue, \$140,860, was reinvested into Colorado communities via SIPA's micro-grant program. In FY 2019-2020, SIPA is on target to generate approximately \$28 million in total revenue, with about \$2.3 million in operating revenue.

SIPA has a 15-member Board of Directors, comprised of elected officials, government stakeholders, and private citizens. The organization has a ten member staff. For more information regarding SIPA please visit <https://sipa.colorado.gov/>.

The Opportunity

SIPA's statute defines its pool of potential customers as all 3,975 plus state and local governments within Colorado as well as state agencies, special tax districts and public institutions of higher education. To date, SIPA has established eligible government entity agreements with 710 of these eligible customers.

SIPA's next Executive Director will work collaboratively with Board, staff and stakeholders to define the organization's strategic direction and focus for the next phase of growth and development, proactively addressing the needs of current and potential customers. SIPA's distinctive competencies will be employed to address the growing need for frictionless interfaces that allow all Coloradans to seamlessly connect to government and conduct transactions remotely. It is expected that SIPA will continue to support State and local government partners in identifying effective, custom technology solutions while meeting the needs of end users. Exceptional customer service will drive SIPA's growth, as it seeks to make technology solutions available to expand access to information, products and services for the public, state agencies, local government and special districts.

It is anticipated this this Executive Director will oversee a Request for Proposal process for the Portal Integrator. This process affords an opportunity to think strategically about the services currently provided by SIPA and think proactively and collaboratively about the service SIPA may provide in the future.

Candidate Profile

SIPA seeks a nonpartisan leader who is passionate about serving the citizens of Colorado and connecting the public to state and local government. This individual understands how technology can support government in achieving its mission. This person has an abiding commitment to exceptional customer service and brings that lens to all facets of their work. This individual is politically astute, deftly navigates ambiguity and consistently seeks to find common ground to advance outcomes.

Responsibilities include:

- **Leadership.** Provides leadership and vision to the Board, staff, clients, partners, stakeholders, and other constituents in achieving the organization's mission, purpose, and goals. Adroit at implementing organizational change in response to the shifting needs of governments and citizens. This is a high-profile, high-energy position, requiring a self-motivated individual who is comfortable working with a wide variety of constituents with diverse interests.
- **Relationships.** Authentically engages and values the perspectives and contributions of others. Builds strong and sustainable relationships that translate into fully engaged clients, effective collaborations, and financial results. Builds impactful, customer-focused relationships with state and local government. Works collaboratively with the Governor's Office of Information Technology to better serve the citizens of Colorado. Creates excitement for SIPA's initiatives, products, and services. Good negotiator, who has the capacity to both build consensus and hold vendors accountable.
- **Communications.** Presents complex information clearly, accurately, and transparently. Elevates SIPA's presence and image statewide. Spokesperson who will serve as SIPA's primary public representative, speaking on behalf of the organization with elected officials, policy makers, partners and a diverse range of constituents. Demonstrates facility with digital media and has outstanding written and oral communication skills.
- **Tech-Savvy.** Drives strategic, business-led, results-focused technology solutions. Adept at leading for agile and customer focused results. Successfully leads teams that design, develop and support projects for diverse stakeholders.
- **Integrity.** Is honest and consistent in dealings with others and has a reputation for doing so. Maintains stewardship and accountability for the organization's overall operational, ethical, and fiduciary integrity within state statute and policies established by the Board and applicable laws and/or regulations.
- **Growth.** Supports the development of the organizational plans, systems, and metrics necessary to foster, grow and sustain exceptional customer service. Seeks to anticipate and understands the needs of SIPA's clients.
- **Business Acumen.** Leads creation of strategic, financial, and operational plans, ensuring coordination and alignment of all activities, initiatives and programs within SIPA's mission and purpose. Runs a fiscally sustainable organization and brings mission criteria and financial rigor to opportunity assessment. Establishes metrics for performance and measures of success

for all facets of the organization's operations. Assesses organizational capacity to implement strategies, identifies gaps in systems and staffing, and develops plans for correction, contingency and succession; anticipates factors accelerating or impacting success.

- **Governance.** Has experience working with and/or serving on governing boards. Advocates for and supports the Board's performance and accountability in furthering SIPA's outcomes.
- **Manager.** Committed to having a dynamic and diverse SIPA staff that is representative of the citizens of Colorado. Genuinely values employees and their well-being.

Qualifications

We seek a proven leader who has a passion for serving the citizens of Colorado and is driven to accelerate progress on SIPA's vision, mission, and goals. The ideal candidate understands design, development and support of technology, and has extensive experience and success leading nonpartisan, high-performance teams that deliver exceptional results. This person must exhibit success in collaborating with a wide variety of customers, partners, vendors, and stakeholders. Experience with convening diverse groups of people to address common interests in a collegial, transparent, and highly participatory manner is essential.

The successful candidate must be able to demonstrate the ability to understand and operate effectively within a complex work environment and draw from prior work experience in the corporate, government and/or nonprofit sectors. This person works effectively with governing boards.

This executive will be experienced in and enjoy building teams, structures, and systems to support a successful organization. This individual demonstrates success providing leadership and building an organizational culture that attracts and retains a talented and engaged staff.

As a key spokesperson for SIPA, this individual must have strong oral and written communication skills. High integrity and sound judgment are essential to success in this role.

To confidentially apply, please submit a current resume and letter of introduction to Kittleman & Associates at <https://bit.ly/30Vt1nN>.

The position will remain open until filled, but applicants are highly encouraged to submit their materials by July 15, 2020, to ensure full consideration.

SIPA is an Equal Opportunity Employer.

SIPA is dedicated to the principles of equal employment opportunity. In accordance with federal Equal Employment Opportunity (EEO) Policy, we prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, religion, national origin, disability, military status, genetic information, ancestry, creed, sexual orientation (including gender identity), and marital status or any other status protected by applicable state or local law.