



JAMES F. TWIGGER

CERTIFIED GOVERNMENT CHIEF INFORMATION OFFICER

CONTACT

- JamesTwigger.com
- James.Twigger@outlook.com
- linkedin.com/in/JamesTwigger
- (954) 806-8138
- 13734 Callington Drive
Wellington, FL 33414

SUMMARY OF QUALIFICATIONS

More than twenty-five (25) years of local government and professional experience building focused IT Departments, providing exceptional customer services, managing successful large scale initiatives and leveraging innovative technologies to building Smart and Connected organizations.

EXPERTISE

- Budgeting and Strategic Planning
- IT Service Management
- Technological Innovations
- Business Intelligence Solutions
- Systems Design and Implementation

EXPERIENCE

Chief Information Officer, City of Tamarac, FL **2006-Present**

- Supervise a staff of fourteen (14) individuals including performance evaluations.
- Present IT initiatives to Executive Staff, the City Manager, and the Mayor and City Commission.
- Develop and manage \$4.3M annual operations and \$2.2M capital improvement/maintenance budget.
- Forecast and plan for future technology requirements.
- Develop and implement IT related policies and procedures, utilizing ITIL and industry best practices, and also successfully respond to annual audit requirements.
- Developed, and continually update, a Ten (10) Year IT Strategic Plan, including information technology asset management and replacement schedules, for more than 450 employees, including more than 2,000 assets.
- Focused IT Project Manager performing multi-function management, planning, implementation, and business analysis for large scale projects.
- Initiated and manage an Enterprise Licensing Agreement with Microsoft to provide volume licensing discounts, resulting in a savings of approximately \$300,000 over a ten (10) year period.
- Manage and engineer the City's network, telecommunications, server, storage and cybersecurity infrastructure as well as enterprise applications.
- Manage the City's IT Service Desk using ITIL methodologies for enhanced customer service including request tracking, documentation, and customer feedback.
- Fostered and developed an IT Client Services Division - providing IT services to the Broward Sheriff's Office (BSO), the City of Dania Beach, the City of Lauderdale Lakes, the City of Lauderdale, the Town of Lauderdale-By-The-Sea, the Town of Southwest Ranches and others.
- Led City to achieve the National League of Cities Digital Cities award for technological excellence (1st City to repeat).
- Function as Local Agency Security Officer (LASO), fulfilling all Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) requirements for the City.
- Administer and lead Tamarac University - the City of Tamarac's Citizen's Academy.
- Manage and perform fiduciary responsibilities for City's NRE Pension Plan.

Positions

Chief Information Officer / Director of IT	2/22/2023 - present
Interim Director of Information Technology	11/21/2021 - 2/22/2023
Assistant Director of Information Technology	1/1/2013 - 11/21/2021
Systems and Network Manager	9/6/2006 - 12/31/2012

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EXPERIENCE, CONTINUED

Director of Operations, CynaTek, Inc./CynaMed, Inc., Moon Township, PA

June 2000 to August 2006

- Managed and maintained all network, server and telephony infrastructure, including user workstations.
- Developed departmental operations budget and strategic long-term objectives.
- Managed vendor relationships and made purchasing decisions with regards to hardware, software and network equipment.
- Performed Human Resources and Accounting related functions including policies and procedures, dispute resolution, and held fiduciary responsibility for health insurance plans and retirement plans.

Chief Information Officer, Geek Associates, Inc., Pittsburgh, PA

August 2004 to August 2005

- Developed strategic plans, identifying technology-related initiatives to support business operations.
- Planned for and managed staffing and development, hardware acquisitions and facilities to assure their consistency and support of the organization's business plans.
- Directed and evaluated the organization's fiscal functions and performance.
- Evaluated and advised on the impact of long-range planning and the introduction of new programs/strategies.
- Provided timely and accurate analysis of budgets, financial reports and financial trends in order to assist the CEO in the performance of his responsibilities.
- Managed banking and vendor relationships.
- Managed payroll, accounts receivable, accounts payable and all other accounting activities.

Graduate Student Assistant, University of Pittsburgh, Pittsburgh, PA

May 2004 to May 2006

- Taught laboratory lectures for graduate and undergraduate students in telecommunications.
- Assisted students with laboratory work, assignments and with understanding subject matter.
- Evaluated and corrected student assignments.

Network Administrator, TechRx, Inc., Pittsburgh, PA

June 1999 to March 2001

- Managed and maintained all network infrastructure, server infrastructure, telephony infrastructure, and user workstations.
- Identified network requirements; installed upgrades; monitored network performance.
- Programmed TRex system in UNIX and designed original Java GUI for program.
- Managed and coordinated company relocations to new facilities.
- Researched, procured and implemented the use of video conference equipment at all locations.

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TECHNOLOGICAL EXPERTISE

Enterprise Software

- Central Square Technologies (Superion)
- Vermont Systems (VSI)
- Selectron IVR
- Granicus Peak Agenda
- ClearPoint Scorecard Software
- Laserfiche

Business Software

- Microsoft Office 365

Email Software

- Microsoft Exchange 2013, 2016
- Microsoft 365, Exchange Online

Database Software

- Microsoft SQL Server 2012, 2016, 2022

Backup and Recovery Software

- Commvault
- Microsoft Data Protection Manager

Server and Client O/S Software

- Microsoft Windows Server 2008, 2012, 2016, 2022
- Microsoft Windows 7, 8, 8.1, 10, 11

Infrastructure Software

- Microsoft Active Directory
- Microsoft System Center Configuration Mgr
- VMware ESXi, vCenter

Web-related Software

- Microsoft SharePoint
- Microsoft Internet Information Server (IIS)

Software Programming Languages

- Microsoft Visual Studio.Net
- ASP, ASP.Net

Networking Infrastructure

- Cisco Switches, Routers and ASA Firewalls
- Cambium Networks Canopy Wireless
- Palo Alto Networks Firewalls

Telephone Infrastructure

- AWS Connect
- Cisco Unified Communications System
- ISI Infortel Select

Storage Infrastructure

- Pure Storage iSCSI Storage Area Network
- Dell EqualLogic iSCSI Storage Area Network

Additional information available at JamesTwigger.com

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EDUCATION

University of Pittsburgh, Pittsburgh, PA

Master of Science in Telecommunications, 2006, GPA: 3.607

Robert Morris University, Moon Township, PA

Master of Science in Internet Information Systems, 2004, GPA: 4.0

Robert Morris University, Moon Township, PA

Bachelor of Science, Information Science and Social Science, Summa Cum Laude, 2004, GPA: 4.0

Universidad de Alicante, Alicante, Spain

International Studies (Spanish), 2003

Deakin University, Geelong, Australia

International Studies (Computing), 2002, High Distinction (equiv. 4.0 GPA)

University of Virginia, Charlottesville, VA

Weldon Cooper Center for Public Service, Leading, Educating and Developing (LEAD) Program, 2008

Florida Atlantic University, Boca Raton, FL

College of Business, Cisco Certified Network Associate (CCNA) Program, 2013

Florida State University / Florida Local Government Information Systems Association (FLGISA)

Florida Institute of Government (FIOG), Certified Government Chief Information Officer (CGCIO) Program, Graduated July 2015

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CERTIFICATIONS

- Certified Government Chief Information Officer (CGCIO), July 2015 - June 2018
- IT Infrastructure Library (ITIL) v3 Foundation Certified, June 2012
- Microsoft Certified Systems Engineer (MCSE) 2003, August 2008
- Microsoft Certified Systems Admin.: Messaging (MCSA) 2003, August 2008
- Network+ Certification, December 2003
- Dell Certified Technician, April 2012
- Certified Public Pension Plan Trustee (CPPT), October 2009
- Certificate of Achievement in Public Plan Policy (CAPPP) - Employee Pensions, June 2017
- National Incident Management System (NIMS) Emergency management training certifications
- Florida Dept of Law Enforcement (FDLE) Local Agency Security Officer Certification, January 2023
- Florida Dept of Law Enforcement (FDLE) Level 4 CJIS Security Training Certification, Dec. 2023
- Supervision in Government Series, April 2013

AWARDS

Available online at JamesTwigger.com

PUBLICATIONS

- AOTMP Insights Magazine - Best Practice - IT as a Service (ITaaS), March 2022
- AOTMP Insights Magazine - Best Practice - Smart City Initiative, February 2022
- IT as a Service (ITaaS), Florida Local Government Information Systems Association, June 2015

AFFILIATIONS

- Florida Local Government Information Systems Association (FLGISA)
- Project Management Institute (PMI)
- Florida Public Pension Trustees Association (FPPTA)
- International Foundation of Employee Benefits (IFEBC)
- Keiser University Graduate School Advisory Board, September 2016 - April 2018
- Alpha Chi (Honor Society) and Alpha Iota Mu (IT Honor Society)
- National Society of Collegiate Scholars (NSCS)

References available upon request