

San Francisco International Airport
is accepting applications for the position of

Chief Innovation & Technology Officer



San Francisco International Airport

San Francisco International Airport (SFO), an enterprise department of the City & County of San Francisco, has a workforce of approximately 1,900 City employees and is committed to being a [diverse, equitable, and inclusive employer](#).

[SFO is more than an airport](#)—we are a dynamic organization where employees collaborate with a wide range of stakeholders to support global travel, economic development, and public service. We are recognized as a leader in environmental sustainability, equity, and forward-thinking infrastructure, and continue to be at the forefront of transforming the travel experience.

Our mission is to deliver an airport experience where people and our planet come first.

[Our Vision, Mission, and Core Values](#) shape our culture and operations as we continue to build a supportive, purpose-driven workplace where all employees can thrive.



Learn more about careers at SFO at [flysfo.com](https://www.flysfo.com), and follow us on [Facebook](#), [Instagram](#), [YouTube](#), [LinkedIn](#), [Bluesky](#), and [Threads](#).

SFO is governed by the [Airport Commission](#), a five-person body appointed to four-year renewable terms by the Mayor of San Francisco. The Commission appoints the Airport Director and the Commission Secretary. SFO operates under the rules, regulations, and authority of the Federal Aviation Administration (FAA), a branch of the Federal Department of Transportation. The Airport maintains full compliance with these regulations as well as those of the Transportation Security Administration (TSA) and the Federal Aviation Administration. The Airport, as part of the San Francisco City and County government, is subject to all relevant provisions of the Charter of the City and County of San Francisco and other related codes and ordinances.

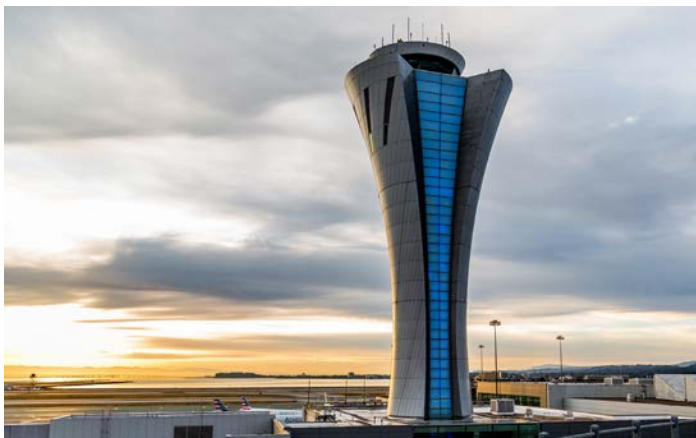
The Airport Director, Mike Nakornkhet, is responsible for the day-to-day operation of the Airport. [Learn more about careers at SFO](#). For more information about SFO, visit www.flysfo.com.

Position

The Chief Innovation & Technology Officer (CITO) will be the driving force behind SFO's digital transformation. This strategic role is responsible for the strategy, management, transformation, and execution of SFO's [Technology Improvement Program \(TIP\)](#) to achieve SFO's business transformation.

Working with other senior leaders, the CITO is accountable for planning the information technology future and maintaining oversight of the day-to-day administration, maintenance, and support of current systems and telecommunications networks to over 2,000 users, including Airport Commission employees, airlines, tenants, and concessionaires. This includes but is not limited to setting objectives and strategies, selecting and implementing suitable technology to streamline internal operations, optimizing their strategic benefits and cybersecurity solutions, and designing and customizing technological systems and platforms. Additionally, the role is responsible for implementing digital tools to enable better decision-making across the organization and to improve the passenger experience. The ability to collaborate and lead in a complex, matrixed management structure will be critical for success in this position. As an expert in how technology and business intersect, the CITO will generate excitement for transformation within SFO.

Airports are evolving into futuristic hubs where AI technology will be more prevalent in security and operations, and driverless vehicles will handle ground travel to a much greater degree. Overseas, flying taxis are already lifting off (currently being tested in the United Arab Emirates and Germany), promising direct, sky-based routes from airports to urban centers. Together, these innovations promise to make future airports not just transit points but highly efficient interconnected mobility hubs.



- Establishes and implements appropriate standards and criteria for hardware, software, email and web firewall, access verification, and encryption requirements
- Provides oversight and administrative direction in project management activities for technology projects
- Identifies outsourcing needs and oversees relationships and contracts with external service providers
- Ensures that the technology infrastructure is reliable, maintainable, scalable, and secure

Core Responsibilities

Strategy and Roadmap

- Leads, implements, and maintains the digital TIP strategy, vision, and roadmap in alignment with SFO's strategic plan
- Builds and maintains key stakeholder partnerships across the organization to ensure alignment of digital use cases and strategy to support mission-critical business outcomes
- Works with stakeholders to understand passenger and aviation industry requirements to translate them into digital capabilities and services that drive strategic business outcomes
- Keeps abreast of emerging digital and business trends and collaborates with other business leaders to embed digital opportunities in business strategy
- Develops and executes an IT strategy that takes advantage of emerging technologies to contribute to business strategy

Service and Product Delivery

- Maintains overall responsibility and accountability for the people, processes, data security, and technology that makes up IT infrastructure, applications, and cybersecurity
- Designs and executes the organization-wide data roadmap and engagement model for Data As A Platform, data governance, data engineering, and data science
- Provides the internal and external connections needed to implement enterprise-wide changes required for success in digitization
- Uses change management expertise and an end-to-end understanding of the digital value chain to coach business leaders on driving enterprise change

Functional Management

- Directs and oversees the management of the digital and IT budget process, costs, and resources, including monitoring and reporting discrepancies
- Designs and implements an IT-business engagement model to identify and shape demand and align IT's offerings with business needs
- Oversees sourcing decisions and scalable vendor management processes
- Responsible for the direction, coordination, and execution of business continuity and disaster recovery plans with IT systems
- Oversees the development of appropriate governance frameworks and mechanisms for the effective use of information and technology to create value and manage risk
- Oversees measurement and reporting of IT systems' reliability, performance, security, and business value

Innovation and Transformation

- Adopt and grow the five Technology Improvement Program of SFO
- Identify emerging digital technologies that will help the organization deliver its digital business strategy and lead technology innovation to explore how these emerging digital technologies can transform the business
- Lead digital innovation and strategic thinking in the areas of enterprise architecture and data engineering



People Leadership

- Manages the IT organization, consisting of direct and in-direct reports, and service providers
- Builds the next generation of leaders and develops the digital skills of IT and stakeholders across SFO
- Develops and maintains an environment that grows and develops employees at SFO
- Contributes to a compelling employment value proposition to attract and retain critical talent
- Contributes to organizational goals for talent development, diversity, and inclusion

What You'll Need

- Bachelor's degree from an accredited college or university; and
- At least four (4) years of managerial experience leading digital transformation or information technology teams, of which all must include supervisory experience
- ***Education Substitution: Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years. One (1) year is equivalent to thirty (30) semester units/forty-five (45) quarter units).***
- Proven track record of successfully leading major digital transformation projects in a fast-moving, highly matrixed, and complex organization while ensuring adherence to all policies and procedures
- Exceptional critical thinking skills that extend beyond the typical IT operations

- Ability to handle complex projects with multiple workstreams, with proven leadership success over a wide variety of functional business initiatives
- Strong leadership skills with a team-oriented and collaborative approach focused on motivating teams and driving organizational change within and beyond functions
- The breadth of knowledge around infrastructure and operations, applications, networks, project management, governance, and cybersecurity
- Excellent interpersonal and problem-solving skills and the ability to plan and execute projects within time and budget constraints
- Excellent verbal and written communication skills, including the ability to explain technology to business leaders, board members, and others not immersed in the technology world

Appointment Type

Permanent Exempt Full-Time: This position is exempt from Civil Service rules pursuant to San Francisco Charter Section 10.104 and serves at the discretion of Appointing Officer.

Compensation

The normal salary range is \$234,832 to \$299,624. Appointments above this annual range may be considered for a top candidate, and will require a special approval process based on overall verifiable career history.

The City & County of San Francisco's (CCSF) benefits package can be found at: <http://sfdhr.org/benefits-overview>. Other outstanding benefits offered with this position include:

- Medical, Dental and Life Insurance; Long-term Disability Plan
- Defined Retirement Plan; Deferred Compensation; and Social Security
- Paid Management Training Program; Wellness Program including free onsite gym facilities
- Vacation/Holiday/Sick Time; and Administrative Leave



How to Apply

The Chief Innovation & Technology Officer (CITO) position is being conducted on a national basis by executive search firm Ralph Andersen & Associates. They will review all written materials submitted and will screen and evaluate all candidates. The most highly qualified candidates will be invited to participate in a formal selection process. This is a confidential process and will be handled accordingly throughout the various stages of the recruitment. References will not be contacted until mutual interest has been established. This position will be considered **“open” until a final selection is made**. Candidates are encouraged to apply by **Monday, October 27, 2025**.

Review and evaluation of candidates by Ralph Andersen & Associates will be done upon receipt of completed materials. **Electronic submittals are strongly preferred** and should include the following:

- Compelling cover letter;
- Comprehensive resume; and
- Five (5) professional references.

The City & County of San Francisco is an equal opportunity employer, values workforce diversity and seeks to create an environment and culture that embraces employee differences. All qualified applicants are considered in accordance with applicable laws, prohibiting discrimination on the basis of race, religion, color, gender, age, national origin, sexual orientation, physical or mental disability, marital status or veteran status or any other legally protected status. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance.

Identification/Right to Work

All persons employed by the City and County of San Francisco are required to comply with the Immigration Reform and Control Act of 1986 by presenting documents to verify identity and authorization to work in the United States. Acceptable forms of identification as required by the Federal Immigration and Naturalization Service may be found in the [U.S. Citizenship and Immigration Services website](https://www.dhs.gov/e-verify/).

Electronic submittals should be sent to: apply@ralphandersen.com. Ralph Andersen & Associates is working exclusively with SFO Leadership to encourage highly qualified candidates to submit for this outstanding career opportunity. Interested candidates may also apply to Ralph Andersen & Associates via the following alternative method:

Via U.S. Mail
Ralph Andersen & Associates
5800 Stanford Ranch Road, Suite 410
Rocklin, California 95765

Ralph Andersen & Associates will conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment brochure. Candidates deemed most qualified will be referred to SFO Leadership for further consideration, and the most highly qualified will be invited to participate in a more detailed interview and selection process. Questions regarding this position should be directed to Ms. Heather Renschler at (916) 630-4900.

The candidate selected for employment will be required to complete a full application for the City and County of San Francisco and obtain Transportation Security Administration (TSA) Security Clearance.

