

EMPLOYMENT APPLICATION



FLAGLER COUNTY
1769 East Moody Blvd. Bldg 2 Bldg #2
Bunnell, Florida 32110
386-313-4007
<http://www.flaglercounty.org>

Shupe, Jarrod M.
00234 CHIEF OF STAFF

Received: 7/27/20 7:07 PM
For Official Use Only:
QUAL: _____
DNQ: _____
 Experience
 Training
 Other: _____

PERSONAL INFORMATION

POSITION TITLE: CHIEF OF STAFF		EXAM ID#: 00234
NAME: (Last, First, Middle) Shupe, Jarrod M.		SOCIAL SECURITY NUMBER: N/A
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 88 Hawks Lane, Beverly Beach, Florida 32136		EMAIL ADDRESS: jarrodshupe@gmail.com
HOME PHONE: 386-227-7675	ALTERNATE PHONE: 315-552-8100	NOTIFICATION PREFERENCE: Email
DRIVER'S LICENSE: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DRIVER'S LICENSE: State: FL	LEGAL RIGHT TO WORK IN THE UNITED STATES? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

PREFERENCES

MINIMUM COMPENSATION: \$145,000.00 per year
WHAT TYPE OF JOB ARE YOU LOOKING FOR? Regular
TYPES OF WORK YOU WILL ACCEPT: Full Time

EDUCATION

DATES:	SCHOOL NAME: Syracuse University	DEGREE RECEIVED: No Degree
LOCATION:(City, State/Province) Syracuse , New York	DID YOU GRADUATE? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MAJOR: Liberal Arts		
DATES:	SCHOOL NAME: Florida State University	DEGREE RECEIVED: No Degree
LOCATION:(City, State/Province) Tallahassee , Florida	DID YOU GRADUATE? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MAJOR: Humanities		
DATES:	SCHOOL NAME: Florida State University Institute of Government & FLGISA	DEGREE RECEIVED: Professional
LOCATION:(City, State/Province) Tallahassee , Florida	DID YOU GRADUATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
MAJOR: Certified Government Chief Information Officer		
DATES:	SCHOOL NAME: Flagler County Leadership Academy	DEGREE RECEIVED: Professional
LOCATION:(City, State/Province) Bunnell , Florida	DID YOU GRADUATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
MAJOR: Leadership Academy		

WORK EXPERIENCE

DATES: From: 7/2015 To: Present	EMPLOYER: Flagler County BoCC	POSITION TITLE: Chief Information Officer
ADDRESS: (Street, City, State/Province, Zip/Postal Code) Bunnell, Florida, 32110	SUPERVISOR: Jerry Cameron - County Administrator	COMPANY URL: www.flaglercounty.org
PHONE NUMBER: 386-313-4000	SALARY: \$10,334.13/month	MAY WE CONTACT THIS EMPLOYER? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 40		# OF EMPLOYEES SUPERVISED: 20

DUTIES:

Serve as the Chief Information Officer for the Flagler County BoCC, Sheriff's Office, and the City of Flagler Beach
 Serve as the primary Region 3 representative to the State of Florida Regional Domestic Security Task Forces (RDSTF) Cyberterrorism Group, as well as the Florida Department of Law Enforcement (FDLE) Criminal Justice Information Systems (CJIS) administrator (CAC) as approved by the Flagler County Sheriff.
 Member of the BoCC Core Leadership Team and the Flagler County Sheriff's Office Executive Management Team.
 Serve as the 911 Coordinator for Flagler County with the State of Florida DMS/911. Nominated by the Florida 911 Coordinators Association for appointment to the State of Florida 911 Board for medium-sized counties.
 Collaborate with and support other BoCC departments, as well as all of the constitutional entities, cities, towns, school board, and other government organizations within the county on technology and non-technology issues.
 Successfully developed a team that is customer service driven, that fosters teamwork, and embraces opportunity through inspiration, motivation, support, and open communication.
 Provide administrative control for all IT operations, goals, budgets, policies, and procedures.
 Interact with the public to address requests and complaints.
 Prioritize department projects and programs.
 Prepare and/or coordinate reports, presentations, and responses about department issues, projects, and plans.
 Turned around the IT department's customer service rating from unacceptable to customer-centric.
 Reorganized and overhauled a fledgling and faltering IT department by breaking down silos.
 Recruit, select, train, discipline, mentor, and lead a department of 21 professionals that provides support for over 900 end users at over 43 different locations with over 10,500 assets and over 12,000 support requests a year.
 Operate as Communications and Technology Leader during emergency activations for Flagler County at the Unified Emergency Operations Center.

REASON FOR LEAVING:

Still employed

DATES: From: 2/2009 To: 7/2015	EMPLOYER: Arc of Onondaga	POSITION TITLE: Director of IT
ADDRESS: (Street, City, State/Province, Zip/Postal Code) 600 S Wilbur Ave, Syracuse, New York, 13204		COMPANY URL: www.arcon.org
PHONE NUMBER: 3154767441	SUPERVISOR: Sandra K. Radziwon - Chief Financial Officer	MAY WE CONTACT THIS EMPLOYER? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 40	SALARY: \$6,250.00/month	

DUTIES:

Member of the Agency Executive/Senior Management Team. Worked with Finance, Facilities, and Human Resources to create a leadership team to assist other departments with their needs.
 Studied the workflow of all users to see where IT initiatives could increase employee efficiency and cost reductions.
 Undertook all IT initiatives, budgeting, Agency IT policy and procedure development, and implementation.
 Saved the Agency more than \$200,000 annually by renegotiating contracts, installing new technology, and auditing services.
 Completed an agency-wide risk assessment (performed by RSM McGladrey) without any significant findings.
 Upgraded entire network infrastructure, as well as 80% of end-user devices, within 2 years. The project came in 25% under budget and without any end-user interruptions lasting more than 1 hour.
 Engineered, procured, installed, and administered an extensive network at 42 locations.
 Worked with other local, regional, and state organizations to identify and implement collaborative initiatives.
 Assisted 550 end-users with IT training, as well as network and service issues.
 Assessed, selected, and designed the implementation of multiple Agency EMR/EHR/PMS systems.
 Served as the HIPAA Security Officer, responsible for monitoring network usage to maintain compliance with HIPAA and agency policies/procedures.
 Implemented ADA compliance measures.
 Created Agency intranet page, as well as web-based registration and management system for Agency annual fundraisers. Designed and launched a new Agency public website.

REASON FOR LEAVING:

Position at Flagler County, Florida. Better opportunities!

CERTIFICATES AND LICENSES

Nothing Entered For This Section

Skills

Nothing Entered For This Section

ADDITIONAL INFORMATION

Nothing Entered For This Section

REFERENCES

REFERENCE TYPE: Professional	NAME: Gerald Forte	POSITION: Fire Chief, Palm Coast Fire Department
ADDRESS: (Street, City, State/Province, Zip/Postal Code)		
EMAIL ADDRESS: gforte@palmcoastgov.com		PHONE NUMBER: 386-931-0224
REFERENCE TYPE: Professional	NAME: Ryan Deising	POSITION: Executive Director of Instructional and Operational Innovation, Flagler County Schools
ADDRESS: (Street, City, State/Province, Zip/Postal Code)		
EMAIL ADDRESS: deisingr@flaglerschools.com		PHONE NUMBER: 386-931-1978

REFERENCE TYPE: Professional	NAME: Donald Kewley	POSITION: Chief Innovation Officer, City of Palm Coast
ADDRESS: (Street, City, State/Province, Zip/Postal Code)		
EMAIL ADDRESS: dkewley@palmcoastgov.com		PHONE NUMBER: 530-410-5655
REFERENCE TYPE: Professional	NAME: Robert Pace	POSITION: Fire Chief, Flagler Beach Fire Department
ADDRESS: (Street, City, State/Province, Zip/Postal Code)		
EMAIL ADDRESS: rpace@fbfire.org		PHONE NUMBER: 386-276-0405
REFERENCE TYPE: Professional	NAME: Tom Foster	POSITION: Police Chief, Bunnell Police Department
ADDRESS: (Street, City, State/Province, Zip/Postal Code)		
EMAIL ADDRESS: tfoster@bunnellpd.us		PHONE NUMBER: 386-283-1185

Agency-Wide Questions

1. **If applying for driver position, do you possess a valid Class B or higher Commercial Driver's License with Passenger Endorsement?**
Yes
2. **Are you eligible to work in the United States?**
Yes
3. **Employment Desired:**
Full Time
4. **Have you ever worked for this organization?**
Yes
5. **Hours of work (per week) desired:**
40+
6. **Date Available:**
Upon date of offer
7. **Desired Salary:**
\$145, 000/yr
8. **Are you currently in the armed forces?**
No
9. **Military Branch:**
10. **Military Start Date:**
11. **Military Discharge Date:**
12. **Rank at Discharge:**
ALL APPLICANTS MUST ANSWER "YES" OR "NO" TO THIS QUESTION. If you are claiming Veteran's Preference, a copy of your DD-214 or comparable document which serves as a certification of release or discharge claim, MUST be furnished at the time of application. Effective April 8, 1992, Chapter 92-80, Laws of Florida amended the definition of wartime service to include the Persian Gulf War, beginning August 2, 1990, and ending on such a date as may be prescribed by presidential proclamation or by law. The County will give your application every special consideration required by the law (Florida Administrative Code, Chapter 55A-7). If you believe you were not afforded employment preference in accordance with the law, you have the right to file a complaint within twenty-one (21) days of notice of non-selection for the position with the Department of Veteran's Affairs, 11351 Ulmerton Road, Suite 311-K, Largo, Florida 32278-1630 Are you claiming Veteran's Preference?
No
13. **Check the appropriate category if you are claiming Veteran's Preference:**
14. **Have you uploaded supporting documentation verifying your veterans preference. Examples would include your DD214 or SF15 Form.**
N/A
15. **Have you signed and attached Form DOS-119 if applicable? (the link to this form can be found on the Career page/job opportunities under "show more")**
Not Applicable
16. **Where did you hear of this opportunity?**
Employee Referral

The following terms were accepted by the applicant upon submitting the online application:

By clicking the Accept & Submit button, I hereby certify that every statement I have made in this application is true and complete to the best of my knowledge. I understand that any false or incomplete answer may be grounds for not employing me or for dismissing me after I begin work. I understand that I will have to produce documentation verifying my identity and employment eligibility in the U.S. I understand that I may be required to verify any and all information given on this application. I understand that this completed application is the property of Flagler County and will not be returned. I understand Flagler County may contact prior employers and others.

This application was submitted by Jarrod M. Shupe on 7/27/20 7:07 PM

JARROD M. SHUPE

88 Hawks Lane, Flagler Beach, FL 32136
Mobile: 386.227.7675
jarrodshupe@gmail.com

Flagler County Board of County Commissioners
RE: Chief of Staff (job number 00234)

Mr. Jerry Cameron, Commissioners, and all other Selection or Evaluation Members,

Thank you for considering me for the Chief of Staff position with the Flagler County Board of County Commissioners. I am confident that I would be an asset to the team in this role because of my enthusiastic commitment to the success of Flagler County complemented by my strong background in leadership both internally and externally. As you know, I am a motivated, results-oriented director who possesses dynamic interpersonal and administrative strengths.

What may not be readily apparent from my resume is my integrity, my heart for customer service and community engagement, and my high energy drive. I have a diverse background, augmented by my vast situational knowledge, and a wide range of abilities as a result. I believe in forging relationships, as is evidenced by the collaborative work I undertake with the many municipalities and outside partners, all done with the goal of helping everyone succeed.

My progressive experience – especially in my current role as Chief Information Officer – has provided me with the opportunity to assist in the coordination of diverse projects, policies, administration, and employee growth, as well as budgeting. I continually focus on increasing organizational efficiency and productivity. I can support the County Administrator with all manner of public affairs issues, research, personnel issues, and other special assignments.

As the principal aide to the County Administrator, I fully understand my responsibility to support the Board of County Commissioners by providing the necessary data to help them shape policy and then to ensure their vision is realized. Developing a collaborative team that meets goals while providing excellent service will aid this effort.

I confidently believe that I am a good fit to best serve the residents of Flagler County. I am continually learning and will use that asset to contribute to the future success of Flagler County. With my extensive management experience, creative problem-solving skills, and leadership ability, I will swiftly surpass your expectations for this role.

My resume follows this letter and will detail my professional experiences. I look forward to an opportunity to meet with you in person. Thank you for your time and consideration.

Sincerely,

JARROD M. SHUPE



City of PALM COAST

Fire Department, Fire Chief

Gerard Forte
Palm Coast Fire Department
1250 Belle Terre Parkway
Palm Coast, Florida. 32164
386-986-2301

July 23, 2020

Flagler County Administrator Jerry Cameron
1769 E. Moody Blvd., Building 2
Bunnell, Florida. 32110

Please accept this as a letter of endorse and support for Jarrod Shupe.

As a strong communicator, Mr. Shupe is able to set clear expectations and goals that everyone that comprises his diverse teams can get behind; this quality is essential for an effective leader. Good communication means simultaneously setting expectations for the short term but also communicating the wider, long-term vision for the organization. This gets people excited and motivated to come to work each day and inspires critical growth attributes like high performance, loyalty, and integrity.

As a team leader, Mr. Shupe genuinely cares about other people's success and outcomes. His team wins when all the people on the team are successful. As a good leader, he is happiest when his employees or teams are thriving, and he knows how to provide them with the right tools, resources, and support to enable that success. The outcomes of the team may not be as he intended, but the results are of the hard work of the team and are successful because of his guidance. In order to inspire others to follow and accomplish a mission, a leader must be a *true believer* in the mission. Even when others may have doubt. As a leader, Mr. Shupe can communicate with his employees through a specific, clear, strong leadership philosophy sharing his belief in the greater cause all the while showing by example the importance of the mission.

A position with the type of responsibility the Chief of Staff possess requires an investment in people. Mr. Shupe understands that an organization's biggest assets are people. He knows how to make their employees' growth, professional development, well-being, support, and overall satisfaction levels top priority. This is evident in the manner in which he works to build relationships with outside stakeholders and not just within the Flagler County operation. To add, he acts as a support system and provides his teams with the kind of environment they need to work independently.

Leaders don't simply evaluate or provide feedback after a project or task is completed; they lay out the conditions their employees need in order to be successful, and in large part, this includes removing any obstacles that might keep them from achieving their goals or make their lives that much more difficult in the process. The best leaders are acutely aware of their own strengths and weaknesses and are as equally comfortable reaching out to others for help when they need it. Leaders seek out other skill sets, perspectives, and experiences to fill in the gaps they know are necessary to move forward. Mr. Shupe has this ability to build relationships throughout our community, have a vision for growth, and has the courage to know when to trust others with their abilities.

Respectfully submitted

A highly accomplished leader with extensive experience providing solutions and guidance that enhances productivity, builds better teams, improves quality, enhances business performance, and maximizes financial efficiencies.

- A committed, results-oriented, and dedicated professional with more than 23 years of experience, development, and knowledge in complex leadership roles.
- Keen ability to understand, manage, and create budgets, plans, practices, approaches, organization, policies, and culture to advance an organization.
- A builder of high-performance teams, as well as a leader, mentor, and motivator who thrives in environments requiring high-level strategies with a dedicated focus on details and people.
- Proactive and task-oriented, with an extensive background in the conception and development of unique initiatives to optimize performance. Capable of delivering results under the most challenging and sensitive situations.
- Effective communicator who builds positive, cohesive relationships with colleagues, clients, vendors, and staff.
- Eager to put my extensive knowledge and work experience to practical use.

Areas of Expertise

Leadership, Team Building and Development, Client Management, Time Management, Project Management, Regulatory Compliance, Public Presentation, Relationship Building, Problem Solving, Interpersonal Skills, Strategic Planning, Risk Management/Mitigation, Business and Workflow Analysis, Innovation, Value-Driven Management, Organizational Culture

HIGHLIGHTS & ACCOMPLISHMENTS

- Success in identifying, developing, and implementing multiple organization-wide initiatives that improve productivity, reducing costs, and increase efficiencies.
- Depth and breadth of knowledge from situational and formal leadership experiences that extend well beyond IT.
- Work with existing and emerging technologies to increase integration, employee efficiency, and transparency.
- Responsible for budgets of more than \$20M in 2018-2019 and \$4.5M in 2019-2020, as well the overseeing more than 10,500 assets and 900+ users.
- Reduced costs in Flagler County by \$2M through the renegotiation contracts, installation of new technology, and by regularly auditing services.
- Merged the Geographic Information Systems (GIS), Public Safety Software (CAD), Public Safety Communications (800 MHz Radio System), and E911 divisions with the Innovation Technology Department in 2017. Merged the County Communications Division (Public Information) and graphics artist into the department in 2020 to form the Creative Team that provides project support to all departments.
- Planned, organized, bid, selected, negotiated the contract, managed, and implemented a \$15.2M radio system that went live July 1st, 2020. The system is the Motorola APCO P25 Phase 2 geo-redundant operation that includes 6 new towers, 18 consoles, and over 1800 radios.
- Successfully negotiated, selected, and manage two simultaneous Enterprise Resource Planning (ERP) solutions for the BoCC/Clerk and Sheriff's Office that include a BoCC-wide time tracking system.

PROFESSIONAL EXPERIENCE

FLAGLER COUNTY BOARD OF COUNTY COMMISSIONERS, BUNNELL, FL

2015 - Present

Chief Information Officer / 911 Coordinator

- Serve as the Chief Information Officer for the Flagler County BoCC, Sheriff's Office, and the City of Flagler Beach
- Serve as the primary Region 3 representative to the State of Florida Regional Domestic Security Task Forces (RDSTF) Cyberterrorism Group, as well as the Florida Department of Law Enforcement (FDLE) Criminal Justice Information Systems (CJIS) administrator (CAC) as approved by the Flagler County Sheriff.
- Member of the BoCC Core Leadership Team and the Flagler County Sheriff's Office Executive Management Team.
- Serve as the 911 Coordinator for Flagler County with the State of Florida DMS/911. Nominated by the Florida 911 Coordinators Association for appointment to the State of Florida 911 Board for medium-sized counties.
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- Operate as Communications and Technology Leader during emergency activations for Flagler County at the Unified Emergency Operations Center.

ARC OF ONONDAGA, SYRACUSE, NY

2009 – 2015

Director of IT

- Member of the Agency Executive/Senior Management Team. Worked with Finance, Facilities, and Human Resources to create a leadership team to assist other departments with their needs.
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- Created Agency intranet page, as well as web-based registration and management system for Agency annual fundraisers. Designed and launched a new Agency public website. (www.arcon.org)

EDUCATION

FLAGLER LEADERSHIP INSTITUTE

2020

Leadership Training Program

FLORIDA STATE UNIVERSITY INSTITUTE OF GOVERNMENT & FLGISA

(graduation 8/2020)

Certified Government Chief Information Officer Program

SYRACUSE UNIVERSITY, SYRACUSE, NY

2012

Liberal Arts

FLORIDA STATE UNIVERSITY, TALLAHASSEE, FL

1996

Humanities

PROJECTS / CERTIFICATIONS / MEMBERSHIPS

A comprehensive list of completed projects, professional certifications, and memberships will be furnished upon request.

REFERENCES

- Gerald Forte, Chief, Palm Coast Fire Department, gforte@palmcoastgov.com, 386.931.0224
- Ryan Deising, Executive Director of Instructional and Operational Innovation, Flagler County Schools, deisingr@flaglerschools.com, 386.931.1978
- Donald Kewley, Chief Innovation Officer, City of Palm Coast, dkewley@palmcoastgov.com, 530.410.5655
- Bobby Pace, Chief, Flagler Beach Fire Department, rpace@fbfire.org, 386.276.0405
- Tom Foster, Chief, Bunnell Police Department, tfoster@bunnellpd.us, 386.283.1185
- Additional available upon request