



DEPARTMENT OF

INFORMATION SERVICES

Director of Information Services

Salary: \$101,202

Type: Full Time

Benefits: Full Benefits

Closing Date: Open Until Filled

About IS

Our mission is to provide efficient, centralized, and cost effective municipal information services to the Divisions and Departments of the City, in turn helping them to provide services to citizens. Furthermore, we intend to be good stewards of public resources in order to enhance the quality of life in the City of Salisbury. The Department of Information Services has three divisions: the Information Technology division, Geographic Information Systems (GIS), and the Connectivity division.

Profile

The Director of Information Services oversees and coordinates the city's technology infrastructure and enterprise applications, assists departments in the coordination of independent applications, researches new technologies and trends, develops strategies and policies that meet city departmental technology needs, manages project implementation of new systems, identifies areas of potential process improvement and leads technology-related process improvement initiatives, manages staff technology training, and oversees, directs and supervises all staff and the functions of the Information Technology (IT) Division, Geographic Information Systems (GIS) Division, and Connectivity Division.

Preferred Education

Bachelor's degree in a computer related field such as IT, IS, MIS or computer science.

Preferred Experience

Five years of IS management, exceptional leadership skills managing multitalented teams, excellent verbal and written communication skills, ability to read, analyze and interpret technical documents, and experience managing complex technical projects in an enterprise environment.

Requirements/Certifications

Valid Driver's License.

How to Apply

1 Visit salisbury.md/apply

2 Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

City of Salisbury, MD

Classification Description

Classification Title: Director of Information Services

Grade: M13

Department: Information Services (IS)

FLSA Status: E

Date: 8/3/23

Position Profile: The Director of Information Services oversees and coordinates the city's technology infrastructure and enterprise applications, assists departments in the coordination of independent applications, researches new technologies and trends, develops strategies and policies that meet city departmental technology needs, manages project implementation of new systems, identifies areas of potential process improvement and leads technology-related process improvement initiatives, manages staff technology training, and oversees, directs and supervises all staff and the functions of the Information Technology (IT) Division, Geographic Information Systems (GIS) Division, and Connectivity Division.

Duties and Responsibilities

Administration/Department Administration: Oversees the entire operation of the IT, GIS and Connectivity divisions.

- Plans, coordinates, directs, and leads activities associated with all IS engineering and integration functions to include secure IT infrastructure technical architecture and infrastructure modernization projects.
- Directs and leads activities associated with secure Enterprise Cloud Services, Cloud architecture and configuration, Cloud security, departmental customer onboarding, and governance processes.
- Directs and manages large scale IT initiatives to efficiently achieve specified goals and objectives.
- Develop, implement, and ensure compliance with plans, policies, standards, infrastructures, and architectures that establish the framework for the management of all IT programs.
- Plan, develop, implement, and maintain programs, policies, and procedures to protect the integrity and confidentiality of systems, networks, and data.
- Analyze, plan, design, document, assess, and manage the IT enterprise structural framework to align IT systems with the mission, goals, and business processes of the organization.
- Manages all external IT vendor contracts for service

Skills Proficiency/Strategic Planning: Develops and implements policies for the organization that are goal-oriented and stimulate efficiency, effectiveness and security.

- Evaluates current and proposed programs and operations and recommends actions to initiate, modify, or discontinue services/projects as appropriate.
- Translate technical specifications into programming specifications; develop, customize, or acquire applications software programs; and test, debug, and maintain software programs.

Leadership/Team Leader: Provides strong guidance and oversight. Instills confidence and inspires action while maintaining accountability.

- Directs department personnel for the purpose of prioritizing project deadlines and ensuring optimal utilization of personnel Collaborates with the leadership teams of other City departments and stakeholder groups.
- Provides consultation and direction to improve work relationships, build morale and increase productivity and retention.

Stewardship/Financial: Prepares and manages capital and operating budgets within established guidelines.

- Develops and manages the department's annual operating budget and capital improvement plan.
- Monitors, reviews and approves revenues and expenditures within the budget.

Development/Leadership Development: Provides opportunities to engage in leadership development and learn about career advancement.

- Provides opportunities and/or training for department staff to engage in professional development, career advancement and other City initiatives that will help recruit and retain staff, improve interdepartmental relations, and increase the department's effectiveness and efficiency in service other departments and the public.
- Works on improving leadership skills by attending relevant trainings.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Takes charge before others do and/or without being instructed.

Education and Experience

- Bachelor's degree in IT, Computer Science, Management of IS or related field AND five years of IS management experience is preferred; OR an equivalent combination of education and experience.
- Exceptional leadership skills with experience managing multitalented teams.

- Excellent verbal and written communication skills. Ability to read, analyze and interpret technical documents.
- Experience managing departmental budgets and capital improvement plans.
- In-Depth knowledge of Microsoft Enterprise platforms.
- Experience managing complex technical projects for an enterprise environment.
- Experience with enterprise hardware infrastructure, backup strategy and SaaS.
- Valid Driver's License

Physical Requirements

- Work requires no unusual demand for physical effort.
 - Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations.
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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.