



DEPARTMENT OF

INFORMATION SERVICES

Assistant Director of IT

Salary: \$81,764 - \$88,504

Type: Full Time

Benefits: Full Benefits

Date Posted: 6/12/2025

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 Assistant Director: IT manages the day-to-day operations of the IT division of the Information Services Department. Serves as the organization's point of contact on IT matters. Provides supervision and direction for personnel assigned to the IT division. Assists in the planning and implementation of the yearly budget needed to sustain IT efforts within the Information Services Department. Assists in the development of operational guidelines and policies regarding IT. Coordinates with all other city departments to ensure accurate and adequate systems and services are being delivered. Acts as liaison, overseeing IT related programs, projects and services for all city departments. Assists in performing system administration, network administration, cyber security tasks, and other duties as assigned.

Education

- Bachelor's degree in an Information Technology related field **OR** an equivalent combination of education and experience.

Experience

- Minimum of two (2) years of information technology management experience.
- Additional experience in enterprise system administration, network administration, cyber security, and technology project management.

Requirements/Certifications

- Exceptional leadership skills
- Excellent verbal and written communication skills
- 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. Jobs will be posted for a minimum of 2 weeks.

the capital of the eastern shore

City of Salisbury, MD

Classification Description

Classification Title: Assistant Director of Information Services: IT

Grade: M9

Department: Information Services (IS)

FLSA Status: E

Date: 08/15/2024

Position Profile: Manages the day to day operations of the IT division of the Information Services Department. Serves as the organization's point of contact on IT matters. Provides supervision and direction for personnel assigned to the IT division. Assists in the planning and implementation of the yearly budget needed to sustain IT efforts within the Information Services Department. Assists in the development of operational guidelines and policies regarding IT. Coordinates with all other city departments to ensure accurate and adequate systems and services are being delivered. Acts as liaison, overseeing IT related programs, projects and services for all city departments. Assists in performing system administration, network administration, cyber security tasks, and other duties as assigned.

Duties and Responsibilities

Administration/Department Administration: Structures and delegates department assignments effectively and manages collaborative internal and interdepartmental projects.

- Supervising the activities of IT staff.
- Setting project goals and objectives.
- Developing IT policies and procedures.
- Obtaining and managing necessary IT resources
- Interviewing and recommending the hiring of IT staff and related personnel.

Skills Proficiency/Strategic Planning: Develops and shepherds comprehensive short- and long-term plans.

- Designing and implementing organization-wide IT standards.
- Planning and implementing IT projects and applications.
- Evaluating technological advances and promoting the usage of appropriate technology and application.

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

- Monitoring performance against plans and establishing resolution actions for any variances from plans.
- Provides direction to improve work relationships, build morale and increase productivity and retention.

- Provides technical and project management support relating to interdepartmental projects.

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

- Manages the IT budget and plans for future needs.
- Recommending capital and operation outlays, and developing and tracking IT-related budgets.
- Prepares IT status and budgetary reports.

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

- Encourages 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.
- Supervising, monitoring and evaluating the work of IT staff.
- 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:** Determines what needs to be done and acts on it. 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 two 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 working with budgets and writing proposals for new projects.
- 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

- The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of paper, books or other materials (up to 20 pounds) may be required.
 - Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as residential or commercial buildings, e.g., use of safe work place practices, observance of fire and building safety regulations, avoidance of trips and falls, and observance of traffic signals when driving.
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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.