



Assistant Director-IT

Department of Information Services

SALARY	TYPE	SCHEDULE	DATE POSTED	BENEFITS
\$83,400-\$90,275	Full-Time	Mon-Fri 8:30AM-4:30PM	9/15/2026	Full

DEPARTMENT PROFILE

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, Data Services, and the Connectivity division.

POSITION PROFILE

Manages the day-to-day operations of the IT division of the Information Services Department, with primary emphasis on IT operations and the development, planning, and management of IT projects and programs citywide. 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 development of the City's cybersecurity program and is responsible for its operational implementation and ongoing administration. Assists in the planning and implementation of the annual budget needed to sustain IT efforts within the organization. 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, with particular attention to critical city systems such as the enterprise resource planning (ERP) and public safety platforms. Acts as liaison, overseeing IT-related programs, projects, and services for all city departments. Assists in performing system administration, network administration, cybersecurity tasks, and other duties as assigned

EDUCATION/EXPERIENCE

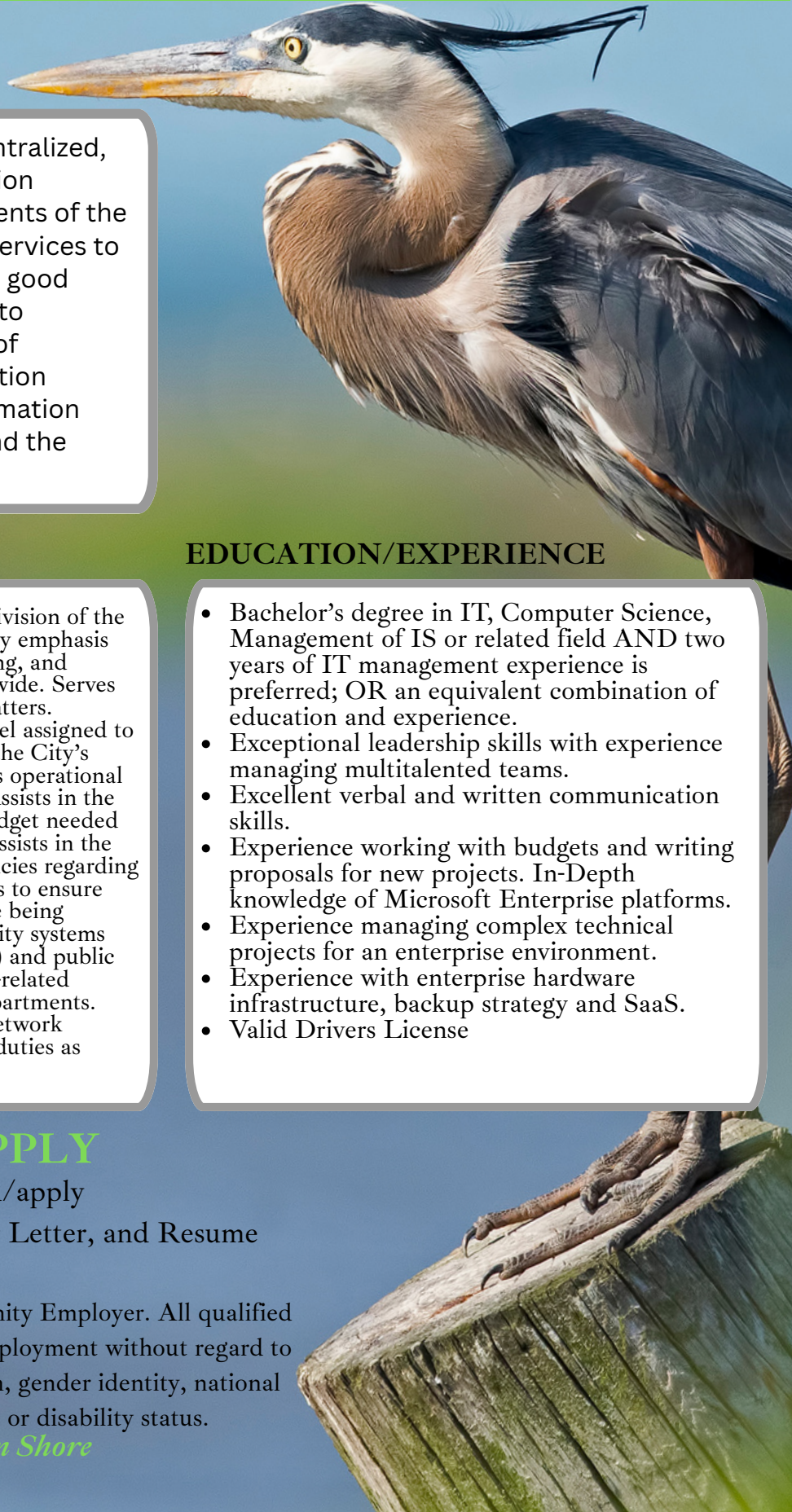
- Bachelor's degree in IT, Computer Science, Management of IS or related field AND two years of IT management experience is preferred; OR an equivalent combination of education and experience.
- Exceptional leadership skills with experience managing multitasked teams.
- Excellent verbal and written communication skills.
- 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 Drivers License

HOW TO APPLY

1. Visit Salisbury.md/apply
2. Submit City Application, Cover Letter, and Resume

The City of Salisbury is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

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: 09/15/2026

Position Profile: Manages the day-to-day operations of the IT division of the Information Services Department, with primary emphasis on IT operations and the development, planning, and management of IT projects and programs citywide. 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 development of the City's cybersecurity program and is responsible for its operational implementation and ongoing administration. Assists in the planning and implementation of the annual budget needed to sustain IT efforts within the organization. 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, with particular attention to critical city systems such as the enterprise resource planning (ERP) and public safety platforms. Acts as liaison, overseeing IT-related programs, projects, and services for all city departments. Assists in performing system administration, network administration, cybersecurity 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.

- Supervises, monitors, and evaluates the activities of IT staff.
- Assists in the development of citywide IT and cybersecurity policies and standards and is responsible for their implementation and administration.
- Identifies, coordinates, and manages IT resources necessary to support operational and organizational needs.
- Monitors performance against project plans and establishes resolution actions for any variances.
- Monitors for and responds to cybersecurity risks and incidents, in coordination with IT staff and outside resources.
- Ensures City systems, including third-party and vendor-managed platforms, meet the City's security requirements.
- Provides technical and project management support relating to interdepartmental and citywide projects.
- Interviews and recommends the hiring of IT staff and related personnel.

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

- Evaluates technological advances and promotes the use of appropriate technology and applications.
- Plans and implements IT projects and applications citywide.
- Maintains working knowledge of the city's systems and platforms, including critical platforms such as ERP and public safety systems.
- Defines project goals, objectives, and measurable outcomes.

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

- Promotes accountability and ownership among IT staff by establishing clear expectations and reinforcing responsibility for assigned duties and outcomes.
- Provides direction to improve work relationships, build morale and increase productivity and retention.
- Fosters effective communication and collaboration within the IT division and across the organization to ensure staff remain informed, aligned, and responsive to organizational priorities.

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

- Manages the IT budget and plans for future needs.
- Recommends capital and operating outlays and develops and tracks IT-related budgets.
- Prepares IT status and budgetary reports.
- Manages transactional purchasing and invoicing for the IT division.

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.
- Improves leadership skills by attending relevant training.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listen 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 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.
- **Municipal Adaptability:** Learns and adapts quickly to the unique regulatory, operational, and political challenges of municipal government.

Education and Experience

- Bachelor's degree in IT, Computer Science, Management of IS or related field AND two years of IT 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.

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.