



City of Hyattsville (MD)

Chief Information Technology/Innovation Officer

SALARY	\$62.38 - \$77.17 Hourly \$129,759.00 - \$160,513.00 Annually	LOCATION	City Administrative Building
JOB TYPE	Full-Time	JOB NUMBER	202400048
DEPARTMENT	Administration	DIVISION	Administration
OPENING DATE	07/07/2026		

Description

The Director of Information Technology (IT Director/CIO) is a newly established strategic leadership position responsible for planning, directing, and overseeing all information technology functions for the City of Hyattsville. As the City's technology footprint continues to grow, this position provides the executive-level guidance needed to integrate software platforms, evaluate and implement emerging technologies (including artificial intelligence), strengthen cybersecurity and operational security, and modernize the City's data management practices.

The IT Director will serve as the City's primary technology advisor to the City Administrator, City Council, and departmental directors. This position leads to the procurement and implementation of a new Organizational Management System (OMS) platform, manages the transition to a new managed services provider, and oversees implementation of recommendations from the City's data management assessment. The IT Director will also develop and enforce a comprehensive citywide IT policy framework, including an AI use policy, and will represent the City's technology program in public briefings and council presentations.

Organizational Relationships

Reports To: Deputy City Administrator

Example of Duties

Strategic Planning and Leadership

- Develop and execute a multi-year IT strategic plan aligned with the City's operational goals and growth
- Serve as the primary technology advisor to the City Administrator, elected officials, and department directors
- Prepare and present briefings to City Council and the public on technology initiatives, investments, and outcomes
- Develop, implement, and maintain a comprehensive citywide IT policy, including an Artificial Intelligence (AI) use policy
- Participate in budget development; identify, justify, and manage technology expenditures and contracts
- Collaborate with department directors to assess technology needs, reduce information silos, and improve cross-departmental data sharing

ERP Selection and Implementation

- Lead the development and release of a Request for Proposals (RFP) for a new Enterprise Resource Planning (OMS) platform
- Facilitate the evaluation, selection, and contract negotiation process with ERP vendors
- Oversee OMS implementation, integration with existing systems, and staff training across all departments
- Serve as the City's primary point of contact for the OMS vendor throughout the project lifecycle

Managed Services and Vendor Oversight

- Oversee all technology vendor contracts, service level agreements (SLAs), and performance accountability
- Coordinate with external technology consultants and service providers to ensure quality, cost-effectiveness, and alignment with City goals

Data Management and GIS Integration

- Implement data management recommendations, including records organization, retention, and accessibility
- Advance integration of Geographic Information Systems (GIS) capabilities as recommended, supporting operational and planning functions citywide
- Promote collaborative, cost-effective approaches to information access that break down departmental silos

Artificial Intelligence and Emerging Technology

- Evaluate, select, and oversee the implementation of an AI knowledge-based system that enables City Council members and directors to research City records and information independently
- Develop governance frameworks, acceptable use policies, and staff guidance for AI and emerging technologies
- Assess and advise on emerging technologies such as License Plate Readers (LPR), stop sign cameras, CCTV systems, audio/visual systems for council chambers and City facilities
- Ensure all emerging technology deployments comply with applicable law, privacy standards, and City policy

Cybersecurity and Physical Security Technology

- Assess and improve the City's computer security, operational security, and physical security technology posture
- Develop and implement cybersecurity policies, incident response plans, and staff training programs
- Monitor for and respond to cybersecurity threats, vulnerabilities, and incidents
- Ensure compliance with applicable data protection regulations and best practices

IT Operations and Infrastructure

- Oversee the City's IT infrastructure including networks, servers, workstations, cloud services, and telecommunications
- Direct and support the existing IT Manager and IT support staff in day-to-day operations
- Establish technology standards, procurement guidelines, and lifecycle management practices
- Oversee audio/visual technology for City Council chambers and municipal buildings

Knowledge, Skills, and Abilities

- Strong strategic thinking and the ability to align technology investments with organizational goals
- Demonstrated ability to lead and manage multiple high-priority projects simultaneously
- Excellent written and oral communication skills; ability to explain complex technical concepts clearly to diverse audiences
- Knowledge of current and emerging technologies including AI, cloud platforms, GIS, cybersecurity tools, and surveillance systems
- Ability to build collaborative relationships across departments and with external stakeholders
- Strong vendor management and contract negotiation skills
- Sound judgment and the ability to make timely decisions in a dynamic public sector environment
- Commitment to transparency, equity, and responsible use of public technology resources

Minimum Qualifications

Education:

- Bachelor's degree in information technology, computer science or Information Systems, or a related field. Master's Degree preferred.

Experience:

- Minimum of seven (7) years of progressively responsible IT experience, including at least three (3) years in a supervisory or management role
- Experience preparing and presenting technical information to non-technical audiences including elected officials or executive leadership

Preferred Qualifications

- Experience in local or state government IT leadership
- Certification such as CISSP, PMP, ITIL, CompTIA Security+, or Certified Government CIO (CGCIO)
- Experience with OMS platforms commonly used in municipal government (e.g., Tyler Technologies, Munis, Neogov, SAP)
- Familiarity with GIS platforms such as Esri/ArcGIS
- Experience evaluating or implementing AI knowledge-based systems, including vendor selection and policy development
- Ability to attain CJIS access
- Knowledge of Maryland public records law, data retention requirements, and applicable privacy regulations

Working Conditions

- Work is primarily performed in a professional office environment
- Regular attendance at City Council meetings and public hearings, including evening sessions
- Occasional travel for training, conferences, or vendor site visits
- May require after-hours response to cybersecurity incidents or critical system failures
- Must possess and maintain a valid driver's license

This job description does not constitute an employment contract and is subject to change by the City of Hyattsville as the needs of the City and the requirements of the job change.

The City of Hyattsville is an Equal Opportunity Employer.

Employer

City of Hyattsville (MD)

Address

4310 Gallatin Street
3rd Fl
Hyattsville, Maryland, 20781

Phone

301-985-5000

Website

<https://www.hyattsville.org/>

Chief Information Technology/Innovation Officer Supplemental Questionnaire

***QUESTION 1**

How many years of progressively responsible IT experience do you have?

- Less than 7 years
- 7–9 years
- 10–14 years
- 15+ years

***QUESTION 2**

How many years of supervisory or IT management experience do you have?

- Less than 3 years
- 3–5 years
- 6–10 years
- More than 10 years

***QUESTION 3**

Have you led an Enterprise Resource Planning (ERP) or Organizational Management System (OMS) implementation

- Yes
- No

***QUESTION 4**

Do you have experience working in local, county, state, or federal government?

- Yes
- No

***QUESTION 5**

Which of the following certifications do you currently hold? (Select all that apply.)

- CISSP
- PMP
- ITIL
- CompTIA Security+
- CGCIO
- Other
- None

* Required Question