



CHIEF INFORMATION OFFICER

City of Baltimore, Maryland





THE POSITION

Mayor Brandon Scott and the City of Baltimore seek their next Chief Information Officer. The Chief Information Officer leads the Baltimore City Office of Information and Technology (BCIT) and provides essential leadership to modernize city government information technology and bridge the digital divide in the City of Baltimore.

The Chief Information Officer leads the implementation of the City's long-term information technology strategic plan, collaborating with agency stakeholders on major information technology initiatives, while engaging City leadership and business process executives in IT governance. The successful individual will be responsible for aligning IT objectives and programs with Mayor Scott's Action Plan for Baltimore.

The CIO will play a key role in city government, overseeing all aspects of IT governance, infrastructure, and security. This senior leadership role requires a forward-thinking professional who is committed to transforming the IT function and positioning the organization as a leader in the public sector.

Key Responsibilities:

- Direct and manage the Baltimore City Office of Information and Technology, including personnel decisions, budgetary management, performance management, contract management, etc.
- Provides technical expertise to the organization in the development and implementation of strategic and operational technology initiatives.
- Represents BCIT in meetings with elected/appointed officials and other city entities.
- Serves as an executive sponsor for the City's enterprise-wide applications.
- Chairs and leads the IT Citywide Governance Committee.
- Ensures that IT and network infrastructure adequately support city government's computing, data processing, and communications needs.
- Contribute as a member of the Mayor's Cabinet and collaborate with senior leadership to align IT with the City's overall strategy and goals.
- Manage IT sourcing, vendor partnerships, and develop strong relationships with internal and external stakeholders to ensure value delivery and cost-efficiency.
- Lead the continued development and enforcement of cybersecurity policies and practices to protect sensitive data, mitigate risks, and maintain public and employee trust.
- Establishes key performance indicators for IT systems and services and uses performance data to drive continuous improvements in technology services, user satisfaction, and operational effectiveness.

VISION

Over the next decade engage all City agencies, businesses, and residents to design, build, and implement technology that creates a safe, thriving, and smart city.

MISSION

The Baltimore City Office of Information & Technology will provide sustainable infrastructure and technology to support and enhance City agencies, communities, and businesses, to meet City and mayoral goals.

VALUES

- Innovation and Excellence**
- Customer Focus**
- Accountability and Credibility**
- Respect and Inclusion**
- Efficiency**
- Safety**



The Baltimore City Office of Information and Technology (BCIT) is comprised of over 300 Information Technology professionals. The Office delivers many different technology services to both internal and external customers. These range from classic IT services, such as computer support, information security, enterprise applications, and data networks to a digital services team and the City's 311 Call Center which intakes all service requests for city services and non-emergency policy requests. In collaboration with the City's public safety agencies, BCIT oversees the City's Computer Aided Dispatch system, 800 Mhz Land-Mobile Radio System and CitiWatch cameras.

BCIT also houses the City of Baltimore's Office of Broadband and Digital Equity (BDE). The award-winning BDE leads the City's efforts to permanently close the digital divide and serves as Baltimore City government's primary liaison with internal and external stakeholders in digital equity. In late 2023, the Office released the City's Digital Inclusion Strategy. The strategy outlines a comprehensive, forward-thinking approach to further develop Baltimore's digital infrastructure and help residents and businesses harness the power of technology for their benefit, and the betterment of Baltimore.

For more information about the Baltimore City Office of Information and Technology visit:

<https://technology.baltimorecity.gov>

To read the Baltimore City's Digital Inclusion Strategy visit:

[Baltimore City's Digital Inclusion Strategy | Baltimore City Information & Technology](#)

DESIRED CAPABILITIES

The next Chief Information Officer shall demonstrate the following:

- Ability to align IT strategy with the City of Baltimore's overall goals, ensuring technology initiatives support service delivery, policy priorities, and innovation.
- Proven experience in implementing IT best practices in Service Management, IT Governance, Software Development Life Cycle (SDLC), Enterprise Architecture, and Information Security.
- Ability to think strategically and translate organizational goals into actionable information technology initiatives.
- Ability to focus on building organizational capacity and delivery high quality results.
- Experience in leading large-scale digital transformation efforts, managing organizational change, and fostering a culture of innovation to modernize IT systems and services.
- Ability to evaluate new technologies and technical directions that allow the City of Baltimore to make wise investments.

EDUCATION AND EXPERIENCE

- Master's degree in business administration, computer science, information technology, or a related field required.
- At least ten (10) years of progressive experience in administration of information systems and technology, with increasing level of responsibility throughout, including at least five (5) to seven (7) years of director level experience.



COMPENSATION AND BENEFITS

The salary range for this position is \$159,378 to \$263,014 annually. In addition to competitive compensation, the City of Baltimore provides a comprehensive benefits package, including between 12 and 24 days of annual leave based on years of service, four personal days per fiscal year, 12 paid holidays, and 12 days of sick leave annually.

Full-time employees are eligible for health benefits covering at least 80% of total premiums, with plans that include medical, prescription, dental, vision, and Life/AD&D insurance. Employees can also opt into Health Care and Dependent Care Flexible Spending Accounts and have free access to the City's Employee Assistance Program. Retirement savings options include a Hybrid Plan with a defined benefit and a 401(a) defined contribution account, or a non-hybrid 401(a) defined contribution plan. Participation in one of the retirement plans is mandatory.

For more information about the City's health benefits, visit
<https://humanresources.baltimorecity.gov/hr-divisions/benefits>.

Residency & Financial Disclosure: This position is required to complete an Affidavit for Political Appointees and Public Officials as part of the City's Residency Requirement. You will also be required to complete a Financial Disclosure pursuant to Sections 7-7, 7-8, and 7-9 of the City Ethics Law.

THE COMMUNITY

Known affectionately as Charm City, Baltimore City is the largest city in the U.S. state of Maryland, and the 29th most populous city in the country. It was established by the Constitution of Maryland and is not part of any county; thus, it is the largest independent city in the United States.

Baltimore City has more public monuments than any other city per capita in the country and is home to some of the earliest National Register historic districts in the nation, including Fells Point (1969), Federal Hill (1970) and Mount Vernon Place (1971). More than 65,000 properties, or roughly one in three buildings in the city, are listed on the National Register, more than any other city in the nation. The city is home to multiple professional sports teams, the Enoch Pratt Free Library, the Baltimore Museum of Art, the Baltimore Symphony Orchestra, and multiple theater companies.

More about Baltimore City:

[City of Baltimore](#)

[Live Baltimore](#)

[Visit Baltimore](#)



BALTIMORE CITY GOVERNMENT

Under the Baltimore City Charter, the City's executive functions are vested in the Mayor, the Board of Estimates, and an independent Comptroller. The City's legislative functions are vested in the City Council.

The Mayor is the chief executive officer of the City. The Mayor is elected for a term of four years with a two-term limit. The Mayor appoints department heads and municipal officers, serves on the Board of Estimates, and appoints two of the other four members of the Board of Estimates. Pursuant to the Charter of Baltimore City, Article VI Section 2, the Board of Estimates formulates and executes the fiscal policy of the City, publicizes the City's budgets and long-range capital improvement program, awards contracts and supervises all purchasing.

The Comptroller is a city-wide elected official that is a member of the Executive branch but is independent of the Mayor. The Comptroller has executive responsibility for the Department of Audits, the Department of Real Estate, the Department of Telecommunications, Accounts Payable, and the Municipal Post Office.

The City Council is the City's legislative body, with the power to enact all ordinances and resolutions. City Council members are elected from 14 districts, and the President is elected at-large, by all voters of the City.





APPLICATION AND SELECTION PROCESS

We invite qualified professionals to submit a cover letter and resume by visiting our website at:

The City of Baltimore Job Opportunities

This position is open until filled; first review of resumes occurs on Friday, February 28, 2025. Following this date, applications will be screened against criteria outlined in this brochure. For more information, please contact Belinda Harris at Belinda.Harris@baltimorecity.gov or 410-299-8616.