



MACON-BIBB COUNTY

Chief Information Officer



The Position

Macon-Bibb County is seeking a visionary and solutions-oriented Chief Information Officer (CIO) to lead its Information Technology Department through a period of growth and transformation. Reporting directly to the County Manager, the CIO plays a critical role in shaping a modern, secure, and responsive technology environment that supports both internal operations and public-facing services. The CIO leads the development and execution of a new comprehensive IT strategy that aligns with the County's mission, enhances service delivery, and ensures business continuity across all departments.

The CIO serves as a strategic advisor to the County Manager and executive leadership, providing expert guidance on technology investments, security, and emerging trends. This position collaborates closely with department heads, external partners, and regional stakeholders to identify opportunities for innovation, streamline operations, and enhance the digital experience for both employees and residents. The CIO balances long-term planning with day-to-day operational oversight, ensuring that systems are scalable, secure, and adaptable to future needs.

The CIO efficiently and effectively maintains and protects Macon-Bibb's information and communication technology infrastructure and directs the progressive enterprise digital efforts. Leading a growing team of 35 employees, the CIO is responsible for managing the department's full array of services. This includes oversight of IT governance, system security, application support, project management, infrastructure operations, communications systems, digital innovation initiatives, and technology operations. The CIO is also responsible for managing the department's budget, evaluating new technologies, and ensuring compliance with relevant policies, standards, and regulations.

The Priorities

- Conduct a thorough department assessment. Identify opportunities, implement changes, and ultimately create a structure that supports a unified vision and aligns with the ongoing transformation of the department.
- Develop an IT Master Plan to modernize and integrate systems. Prioritize initiatives and ensure that technology, infrastructure, and equipment are procured, implemented, and managed in a cost-effective manner while maximizing benefits to the County and its customers.
- Support the new IT Security division. Collaborate with staff to evolve the division, ensuring the security, confidentiality, integrity, and availability of the County's data and information. Further promote effective communication, education, and training on security measures county-wide.
- Drive stability and consistency in systems, policies, and procedures. Work to streamline processes, identify opportunities for efficiency, ensure continuity, and drive uniformity in business systems.
- Further build the trust and confidence of the department with the rest of the organization. Set proper expectations and effectively balance the demand for technology improvements with available resources.
- Establish and maintain effective relationships with County leadership, colleagues, and peers. Develop an understanding of individual departmental goals and initiatives in order to identify technology needs and support solutions that solve multiple challenges across the organization.
- Foster a customer-centric and collaborative team environment. Build trust and empower staff to bring fresh ideas, develop innovative strategies, and provide creative solutions to meet the evolving and growing needs of the County.



The Successful Candidate

The CIO is a strategic and systems-oriented leader excited by the opportunity to modernize and enhance County systems and drive process improvement through technologies. Through a holistic perspective, the CIO easily identifies trends and problems hindering progress and develops and implements technology solutions and infrastructure improvements to drive change and transformation. Considered a forward-thinking leader, the successful candidate brings their own set of diverse experiences that add value and perspective while promoting solutions that address the gaps between current and future IT needs.

The CIO values public service and recognizes the importance of building strong relationships that foster collaboration and partnership at all levels. The successful candidate actively listens and proposes creative and innovative technical solutions, promoting a customer-oriented approach to service delivery. The CIO proactively collaborates to understand the various functions, operations, and practices of all County departments and quickly establishes trust and rapport to achieve desired results. Importantly, the CIO brings forward strong executive leadership skills, including demonstrated experience working with elected officials, organizational leaders, and other partners to manage in a changing and evolving environment.

The CIO brings proven expertise in strategic planning with advanced knowledge of modern IT practices. The successful candidate brings a commitment to service excellence and a passion for leveraging technology to improve government performance and community outcomes. They appreciate lean management, using qualitative and quantitative data and analytics to drive decisions and leverage technology and innovation in support of efficient operations. With strong financial acumen, the CIO identifies funding options, communicates critical budget decisions, and proposes necessary trade-offs to ensure the security, sustainability, and resiliency of the organization. A skilled communicator, the successful candidate clearly and effectively articulates the County's technology needs, providing advice and guidance to support broader organizational alignment. It is essential for the CIO to support sound decisions while maintaining the flexibility to meet the evolving needs of the organization.

With a human-centered approach, this transformational leader fosters trust through authenticity, leading and empowering staff while promoting a culture that embraces change for the better. The CIO actively nurtures an open and welcoming environment and works to build a responsive and strategically collaborative department. They set the tone for the department and bring a sense of calm and stability while simultaneously challenging their team to provide continuous technical innovation. Importantly, the CIO actively collaborates with their leadership team to develop technology solutions that solve multiple challenges in a complex environment with competing interests.





Qualifications

At least eight (8) years of progressively responsible experience in information technology management, software development, networking, programming, and communications is required. Prior experience driving change and transformation with a focus on modernizing technology is essential. Demonstrated expertise in strategic planning specific to information technology and services is necessary, as is advanced knowledge of modern IT practices, operations, and security procedures. Experience with a complex, multi-faceted organization is preferred. An interest in public service, coupled with a broad and diverse background that includes the public sector, is ideal.

A bachelor's degree in computer science, information systems, engineering, or related discipline is required. A Certified Government Chief Information Officer is preferred. The ability to possess and maintain a valid state driver's license with an acceptable driving history is required. Candidates with a combination of education, work and life experiences that enable them to successfully perform the essential functions of the position are encouraged to apply.

Inside the Organization

Macon-Bibb is a consolidated City-County government led by a Mayor and nine Commissioners. The Macon-Bibb Commission serves as the legislative branch, enacting laws, ordinances, and resolutions for the local consolidated government. Commissioners are elected every four years and may serve three terms.

Led by a County Manager who serves at the pleasure of the Mayor, the County Manager coordinates the activities of the departments, carries out the written directives of the Mayor, makes periodic reports to the Mayor and Commissioners, and routinely advises the Mayor on the performance of their designated duties.

With a FY2026 budget of \$219.8 million, Macon-Bibb County employs over 1,400 full-time and 200 part-time employees across a variety of departments. The talented and dedicated employees of the County set goals that align with the strategic direction of the County and conduct business in a manner that promotes fairness, respect, honesty, and trust. They encourage creativity and innovation for the purpose of driving growth and remain flexible to adapt to the changing needs of the community.

Vision

Macon-Bibb will be the center of development, culture, and opportunity, remembering our past while inspiring hope and pride for our future.

Mission

Macon-Bibb County provides the essential infrastructure, services, and programs, creating a vibrant economic and cultural climate, enabling individuals, families, and businesses to prosper.

Inside The Information Technology Department

The Information Technology (IT) Department provides and maintains the County's complex data and communications network infrastructure, as well as enterprise applications, and ensures the security of the County's information and data processes. The mission and vision of the department establish a clear and consistent approach to implementing and maintaining the information and communications technology infrastructure in support of the County's present environment and future direction.

With a FY2026 budget of \$8.6 million and a staff of 35, the IT Department is led by the Chief Information Officer. Together, the CIO and staff support the organization through six divisions.

IT Department Organizational Chart

Administrative Services

Administrative Services provides essential support in budget development, procurement, contract management, and financial processing. The team oversees departmental payroll, personnel changes, travel, and training requests, while maintaining accurate records and vendor contracts. The division also develops and manages policies, procedures, and operational guidelines to ensure efficient and compliant operations.

Communications

Communications manages and supports the County's radio services, cellular devices, and VoIP communications, ensuring reliable connectivity and system resilience. The team maintains radio tower infrastructure, oversees testing and acceptance of communication systems, and supports disaster recovery and business continuity. The division also manages communication assets, subscriber units, and identity access across all platforms.

GIS

GIS develops and manages the County's geospatial systems, web services, and data frameworks to support County initiatives, smart community efforts, and public engagement. The team supports and enhances GIS enterprise applications, including ArcGIS, maintains the County's web presence, and ensures alignment with business, regulatory, and community needs.

Infrastructure

Infrastructure manages the full lifecycle of the County's server, network, backup, database, and ERP systems across on-premises, cloud, and remote environments. The team provides enterprise-wide infrastructure support, troubleshooting complex system and network issues, and collaborates with end users, vendors, and stakeholders to ensure reliable, secure, and responsive IT operations.

IT Security

IT Security develops and maintains a comprehensive, risk-focused security program to protect County assets and ensure operational resilience. The team establishes security policies, frameworks, and procedures aligned with governance, compliance, and business needs. The division manages disaster recovery and continuity planning, promoting security awareness and training, and reducing technology-related security risks across the organization.

IT Service Desk

The IT Service Desk provides front-line technical support for all County departments, managing helpdesk operations, triaging service requests, and ensuring timely issue resolution. The team serves as the primary contact for problem reporting and technical assistance, while fostering strong collaboration with end users, vendors, and external partners. The division supports county-wide IT goals through continuous service improvements and efficient escalation processes.



The Community

Nestled in the center of Georgia and often referred to as the “Heart of Georgia,” Macon-Bibb County is known for its rich music history, stunning architecture, Southern charm, and diverse culinary cuisines. Located near the Ocmulgee River and just 85 miles southeast of Atlanta, Macon-Bibb County is the largest county in the Macon metropolitan area.

Home to more than 155,000 people, Macon-Bibb County serves as a regional hub for culture, commerce, and community life as a unified city-county. A center for learning and innovation, the County is anchored by institutions like Mercer University and Middle Georgia State University. The area supports a strong educational ecosystem and a skilled workforce with its growing number of logistics, manufacturing, healthcare, and tech businesses.

Macon-Bibb is a place where tradition and diversity shape a vibrant, welcoming atmosphere. With deep musical roots, a rich civil rights legacy, and a growing international population, the community reflects a tapestry of backgrounds, voices, and experiences. From the soulful rhythms of Otis Redding to the sacred grounds of the Ocmulgee Mounds, Macon-Bibb is a place where history is honored, and the future is embraced.

Downtown Macon is a vibrant blend of historic charm and modern energy, where walkable streets lead to art galleries, music venues, and locally owned restaurants. The City’s architectural heritage stands alongside new development, as ongoing investments in housing and infrastructure continue to revitalize the urban core. Beyond the downtown buzz, Macon-Bibb offers abundant opportunities to enjoy the outdoors. With over 35 parks, miles of scenic trails, and the Ocmulgee River winding through the County, residents can easily connect with nature. Whether kayaking at Amerson River Park, biking the Ocmulgee Heritage Trail, or relaxing in a neighborhood green space, there’s always something to explore and enjoy in Macon-Bibb.



Compensation and Benefits

The salary range for the Chief Information Officer is \$120,000 - \$180,000 and will depend on the qualifications of the successful candidate. Macon-Bibb County provides comprehensive benefits, services, and programs to meet the needs of employees and their family members. Learn more about the County’s benefits [here](#).



How to Apply

Applications will be accepted electronically by Raftelis at jobs.crelate.com. Applicants complete a brief online form and are prompted to provide a cover letter and resume. The position is open until filled with the first review of applications on **August 11, 2025**.



Questions

For more information or questions regarding the Chief Information Officer position, please contact Heather Gantz at hgantz@raftelis.com or 503-860-1111.