A national search is underway for a new

Chief Information Officer and Director of Information Technology Services

Metropolitan Government of Nashville & Davidson County
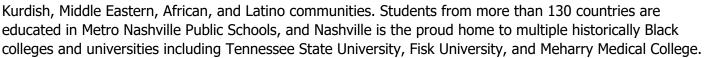
NASHVILLE, TENNESSEE

Metro Nashville

Metro Nashville Government is an employer of choice with over 10,700 employees in one of the most exciting cities in our nation. Nashville is a thriving, vibrant city in an enormous growth period. It's the capital of Tennessee, the county seat of Davidson County, and the state's largest city. At a current population of 712,000 residents, Nashville is the 21st largest city in the United States. In recent years, Nashville has become a destination for large scale corporate expansion and relocation. Between the booming economy, vibrant cultural life, unique neighborhoods, and great people working to make the city even greater, Nashville is well-positioned to maintain its success as a first-class U.S. city and ascend even further.

Nashville is a place that understands its past and eagerly anticipates its future. Visitors come to learn about country music and civil rights history while enjoying great restaurants, museums, and of course, live music. Residents enjoy the neighborhoods, abundant parks and green space, great schools, and an eclectic mix of small businesses. There is truly something for everyone in Nashville.

Nashville is a diverse and international city that includes a large and prominent African American community as well as significant Latino, Kurdish, Middle Eastern, African, and Latino communities. Students from more than 130 countries are educated in Metro Nashville Public Schools, and Nashville is the proud home to multiple historically Black colleges and universities including Tennessee State University, Fisk University, and Meharry Medical College.

As the state's capital, Nashville is home to the state government. It's also home to the Tennessee Titans, Nashville SC soccer team, and the Nashville Predators. Health care, tech, and higher education dominate the industry here with major employers including Vanderbilt University & Medical Center, HCA Health, Bridgestone North America, and Asurion. Oracle recently announced its plans to relocate its Global Headquarters to Nashville.

Governing Structure

Metro Nashville has a "strong mayor" form of municipal government, in which the elected mayor is the city's chief executive and is independent of the council.

Both the Mayor and City Council Members are elected every four years during non-partisan elections. City operations are handled by executive departments that report to the Mayor, as well as elected officials and appointed boards, commissions & agencies. Coordination with the Mayor as well as Metro Council is ongoing and a regular part of managing department activities.

Information Technology Services (ITS)

As the central tech hub of the Metropolitan Government of Nashville & Davidson County, Metro ITS powers nearly every facet of civic operation — bridging government and community with reliable, innovative, and secure digital services. From high-impact public initiatives to vital internal systems, ITS ensures that Metro Nashville runs smarter, faster, and more transparently.

Metro ITS provides a wide range of technology services in support of various departments and agencies throughout Metro. The ITS department supports various technology areas through dedicated specialist teams, creating a cohesive and efficient organization with the goal of providing exceptional support and innovative solutions to meet the needs of Metro departments and residents. Metro ITS is committed to providing secure, cost-effective, and innovative technology solutions that support Metro agencies and the communities they serve. The Chief Information Officer/Director of ITS (CIO) is assisted by the Chief Information Security Officer (CISO) and assistant directors overseeing Communication and Infrastructure, Business Applications, GIS and Data Insights, Customer Support Services, IT Human Resources, and IT Finance.

Metro ITS employs over 192 dedicated IT professionals in one of the top 10 digital cities in America. Recruiting top candidates in each field has created an innovative team using technology to make a better government.

In 2024, Metro ITS earned the National Digital Inclusion Alliance Visionary Trailblazer designation for its efforts to close the digital divide by leading the way in digital inclusion innovation and deeply integrating digital inclusion throughout the Metro Nashville government. ITS was also recognized in 2024 as an Enterprise Approach to GIS award winner for leading a significant digital transformation using Geographic Information Systems (GIS) as a foundation. In collaboration with the Mayor's Office, ITS leads the Nashville Technology Studio for Metro, a key initiative of Nashville's Innovation Alliance.

Mission

Lead the delivery of exceptional technology, service, and solutions.

Vision

To deliver equitable technology solutions, resilient and secure infrastructures, and actionable data insights that help Metro Government enhance the lives and experiences of residents and visitors.

Values

- Lead with integrity
- Execute with quality, efficiency, and accountability
- Act to take initiative and responsibility for results
- Deliver excellence through collaboration
- Embrace and enable progressive change
- Respect others to create a positive, inclusive culture

The Position

The CIO is responsible for management, operations, strategic development, Metro-wide data initiatives, and overall health of the Metropolitan Government of Nashville and Davidson County (Metro) information technology services. The CIO provides expert guidance to Metro and performs related duties as required. The CIO is expected to lead various ITS initiatives, ensuring that Nashville's digital infrastructure is robust, secure, and capable of meeting the needs of its residents and government agencies.

The CIO, as the chief executive officer of the department, is appointed by the metropolitan mayor and serves under their direction, aligning ITS priorities with the mayor's strategic vision. In turn, the CIO provides executive leadership and oversight to assistant directors across multiple service lines within ITS, ensuring effective service delivery and operational excellence.

Essential Functions

The CIO performs the following essential functions. The duties and responsibilities listed below are not to be interpreted as exclusive or all-inclusive.

- **Planning, Direction and Oversight**: Provides a single point of oversight for planning, standards, operation, and security management of Metro's IT infrastructure, enterprise applications, service lines and program initiatives.
- **Goal Setting**: Directs the establishment and implementation of short-, medium- and long-range goals for information systems and public access on a Metro-wide basis, in cooperation with the mayor, appropriate boards and commissions and other departments and agencies.
- **Policy Development**: Develops and establishes operating policies and approaches for efficient enterprise computing and information technology consistent with Metro policies and objectives, ensuring appropriate execution.
- **Evaluation**: Evaluates results and effectiveness of Enterprise Information Technology operations.
- **Strategic Planning**: Provide visionary leadership to drive the organization's technology and data strategies, ensuring alignment with business objectives. Develops, communicates, and manages Metro Information Technology's strategic plan, establishing the data and infrastructure to support and guide Metro agencies in computing and IT efforts.
- **Innovation**: Fosters a culture of innovation and customer service, leveraging enabling and emerging technologies where appropriate, while ensuring that all IT initiatives are executed with a strong focus on risk management and compliance.
- **Personnel Management**: Oversees workforce management to ensure alignment with strategic objectives.
- Budgeting: Oversees departmental budgeting and financial planning. Determines operating and capital requirements of the department, collaborates with key stakeholders, and recommends the departmental budget to the mayor and Metro Council.
- **Training and Development**: Establishes staff training policies and professional development initiatives to ensure alignment with technological advancements and organizational objectives.

- **Representation**: Represents Metro on industry and government councils, organizations, and boards to provide leadership and gain strategic insights into emerging IT issues and trends.
- **Organizational Culture**: Champions a collaborative and inclusive work environment where diverse perspectives are valued, ensuring that technology solutions and data-driven initiatives are accessible, equitable, and reflective of the communities served.
- **Performance Management**: Oversees the development and execution of a performance management strategy, including identifying key performance indicators, operation (e.g. reliability, deployments/project management) and business value metrics.

The Opportunity

- **Meaningful Impact**: Your work will directly affect how Metro Nashville operates — from emergency services to public Wi-Fi, from open data that drives innovation to internal systems that support 10,000+ government employees.
- **Large Canvas + Lean Execution**: Because ITS touches nearly all Metro departments, you get exposure to cross-domain opportunities paired with agility, teamwork, and room to make your mark.
- **Modernization & Growth**: Nashville is among the top "digital cities" in America, and ITS is at the forefront of that evolution. You'll be challenged to bring fresh thinking, adopt best practices, and help shape the future of Metro Nashville's technology.
- **Recognition & Thought Leadership:** Through award-winning programs and media attention, working at ITS gives you a platform to showcase your work publicly.
- **Competitive Compensation & Benefits**: Metro offers competitive salaries and strong benefits. It's a stable, mission-centric public-sector opportunity.

Qualifications

- **Education and Experience**: A Bachelor's Degree from an accredited college or university and extensive experience managing and directing major IT functions, or equivalent work experience of 15 or more years working in an IT leadership role.
- **Performance Standards**: Knowledge of current information management practices, administrative theories, information security legislation, budget practices, purchasing practices, and data analytics.
- **Skills and Abilities**: Skills in setting goals, problem-solving, performing research, planning, organizing, developing, implementing information systems plans, coordinating activities, evaluating situations, performing analyses, leveraging data analytics for strategic decision-making, communicating effectively, directing the work of others, and building collaborative partnerships across government, industry, and community stakeholders.

NOTE: Per Metro Ordinance NO. SO94-1078. All employees of the Metropolitan Government shall be residents of the State of Tennessee or become residents of the state within six (6) months of employment as a prerequisite to employment with the Metropolitan Government.

The Ideal Candidate

We are seeking a results-driven, strategic leader with expertise in large business processes and goal-oriented leadership to lead a mature, forward-thinking public sector IT department. The ideal candidate will have a proven track record of driving innovation, implementing strategic initiatives, and fostering a collaborative and inclusive work environment. They will be adept at navigating the complexities of public sector IT, able to work effectively with elected officials, and dedicated to advancing technology solutions that improve the efficiency of government operations and enhance the digital experience for residents, businesses, and visitors. They have the change management skills to further a culture of modernizing customer service, enabling better citizen experiences and client business objectives. The candidate should be knowledgeable of emerging technologies such as artificial intelligence (AI) and data analytics and how those technologies can be appropriately championed within the enterprise and used to drive digital transformation and operational efficiency.

Compensation

Starting salary range for this position is $225,000 - $300,000 annually, with placement within the range depending on qualifications and experience. Compensation will be augmented by an excellent benefits package which includes a service pension plan.

Metro Nashville is fully committed to equal employment opportunity for all employees and applicants for employment without regard to race, color, religion, creed, national origin, ancestry, sex, sexual orientation, age, disability, predisposing genetic characteristic, gender identity and expression, pregnancy, veteran, or military status, marital/familial/partnership/caregiver status, status as a victim of domestic violence, stalking and/or sex offenses, or any legally protected basis.

To be Considered

Applicants must complete an online application by 11:59 p.m. (Central) on November 23, 2025. Resumes should be attached but will not be accepted in lieu of the online application.

Confidential inquiries regarding this career opportunity should be directed to:

Lisa Mason, Manager of Talent Acquisition and Training
Metro Nashville Government, Human Resources
lisa.mason@nashville.gov or 615-862-6631

Nashville Metro is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply. Requests for ADA accommodation for the recruitment process should be directed to Human Resources at (615)862-6640.

nashville looks good on you™