



CHIEF INFORMATION OFFICER

City of Waco
Information Technology
Department

Annual Salary:
Competitive Salary DOE/DOQ

Waco, Texas



Are you a collaborative and forward-thinking technology leader who can modernize systems, strengthen cybersecurity, and build strong partnerships across a growing organization? If so, apply to become the City of Waco's next Chief Information Officer.

The City seeks an approachable, strategic, and innovative executive who is:

- Experienced in enterprise technology leadership and organizational modernization
- Skilled in cybersecurity, ERP systems, GIS, infrastructure planning, and software integration
- Able to communicate effectively with both technical and non-technical stakeholders
- Committed to building collaborative relationships and delivering exceptional customer service

Waco is "A City to Believe In" — read on to learn more about this exciting opportunity.

ABOUT THE COMMUNITY

Waco, Texas, ideally located along the I-35 corridor between Dallas and Austin, is home to more than 150,000 residents and serves as the county seat of McLennan County. Known as the “Heart of Texas,” Waco offers a welcoming lifestyle with rich history, cultural attractions, and economic vitality.

The city features premier destinations such as Magnolia Market at the Silos, Cameron Park Zoo, Dr Pepper Museum, Waco Mammoth National Monument, and the Texas Ranger Hall of Fame and Museum. Outdoor enthusiasts enjoy 60 city parks, Lake Waco Wetlands, and miles of trails for hiking and biking. Waco is also a regional hub for higher education, anchored by Baylor University, Texas State Technical College, and McLennan Community College.

Historically a trade and agricultural center, Waco’s economy today thrives on manufacturing, healthcare, higher education, and tourism. National media regularly highlight Waco as one of Texas’ top travel destinations, and the city has been recognized as both a Film Friendly and Music Friendly Certified Community.

GOVERNANCE & ORGANIZATION

Waco is a home-rule city operating under a council-manager form of government. The City Council is comprised of the Mayor, elected at large, and five council members elected from single-member districts serving two-year terms.

The City provides a full range of municipal services including:

- Airport
- Economic Development
- Fire & Emergency Management
- Housing & Community Services
- Library Services
- Parks & Recreation
- Police
- Public Works
- Solid Waste
- Utilities
- Cameron Park Zoo
- Health Services
- Development Services
- Animal Services



POPULATION
~150,000



MEDIAN HOUSEHOLD INCOME
\$56,548



MEDIAN HOME VALUE
\$228,537

AVERAGE MONTHLY RENT
\$1,254

Tourism



History





ABOUT THE JOB

The Information Technology Department provides enterprise-wide technology leadership, infrastructure management, cybersecurity oversight, GIS services, business application support, telecommunications, and customer support services for the City of Waco.

Reporting to the City Manager's Office, the new Chief Information Officer will:

- Lead strategic technology planning and modernization initiatives
- Direct enterprise IT operations, cybersecurity, GIS, and applications management
- Evaluate and optimize current systems, processes, and infrastructure
- Support software implementation and organizational technology integration
- Build collaborative relationships across departments while leading innovation efforts

The CIO serves as the City's principal technology advisor and will play a critical role in preparing the organization for future growth and evolving technology demands.

[Full Job Description](#)



DEPARTMENT STRUCTURE

Divisions within the department:

- Infrastructure & Network Operations
- Enterprise Applications
- GIS & Data Services
- Information Security
- Technical Support & Help Desk
- Project Management

QUICK FACTS



EMPLOYEES

Approximately

35+

Department includes Assistant Directors, IT Managers, GIS professionals, Information Security leadership, Analysts, Technicians, and Project Coordination staff

KEY PROJECTS FOR 2026

- Evaluate and modernize the City's technology infrastructure and enterprise systems
- Improve system integration and enterprise-wide access to reliable information
- Expand GIS capabilities and strengthen CAD/public safety technology integration
- Enhance cybersecurity posture, awareness training, and information protection
- Develop stronger governance and prioritization processes for technology initiatives
- Improve communication, transparency, and responsiveness across departments
- Support organizational growth, redevelopment efforts, and operational scalability
- Foster a collaborative, service-oriented culture within the IT Department

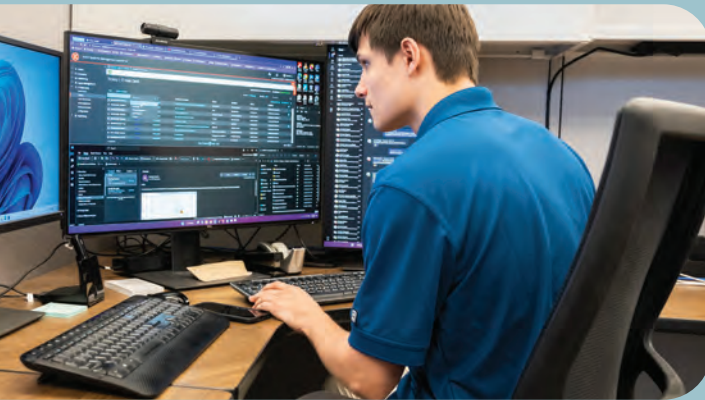
IDEAL CANDIDATE

The ideal candidate will be a collaborative, forward-thinking technology leader who combines strong technical expertise with exceptional communication and relationship-building skills. The successful candidate will thrive in a growing, fast-paced municipal environment while serving as a strategic partner to departments across the organization.

Technically, the ideal candidate will possess expertise in enterprise systems, software implementation, cybersecurity, GIS, infrastructure planning, ERP platforms, and emerging technologies. Experience with systems integration, workflow optimization, CAD integration, and public safety technologies will be highly valued.

Equally important are leadership and interpersonal qualities. The City seeks a CIO who is approachable, transparent, and capable of communicating technical concepts clearly to both technical and non-technical audiences. Stakeholders consistently emphasized the importance of a leader who listens first, understands organizational needs, and collaborates across the enterprise to develop sustainable solutions rather than operating in isolation.

The successful candidate will also demonstrate political awareness, strong project management capabilities, and the ability to thoughtfully lead organizational change while maintaining excellent customer service and strong internal relationships.



EXPERIENCE & QUALIFICATIONS

Required:

- Bachelor's degree in Business or Public Administration, Computer Science, Information Technology, or a related field
- Six years of current IT project management, network administration, and technical support experience; or an equivalent combination of education and experience
- Valid Texas Driver's License
- Demonstrated ability to lead enterprise technology operations in a complex organization

Preferred:

- Experience in municipal government or public sector technology leadership
- Experience with ERP systems, enterprise software implementation, and systems integration
- GIS experience and familiarity with public safety technologies
- Microsoft, Cisco, Oracle, or other professional IT certifications upon hire
- Advanced leadership, strategic planning, and organizational change management experience

SALARY & BENEFITS

- **Compensation:** Competitive Salary DOE/DOQ
- **Health Benefits:** Comprehensive medical, prescription, dental, vision, life insurance, and disability coverage
- **Paid Leave:** 12 paid holidays annually, vacation accrual beginning at 13 days per year with increased accrual based on years of service, and monthly sick leave accrual
- **Retirement:** Participation in the Texas Municipal Retirement System (TMRS) with 7% employee contribution and a 2:1 City match
- **Wellness Benefits:** Employee wellness incentives, onsite fitness rooms, and employee assistance program
- **Additional Perks:**
 - Flexible Spending Accounts available
 - Vehicle Allowance of \$8,400 annually
 - Phone and technology provided
 - Relocation assistance available
 - City-sponsored long-term disability coverage and optional supplemental insurance benefits



HOW TO APPLY

Apply Here



For more information on this position, contact:

Billy Owens, Senior Vice President , Executive Recruitment

billyowens@governmentresource.com | 972-989-3686

The City of Waco is an Equal Opportunity Employer. Applicants selected as finalists for this position will be subject to a comprehensive background check.