



**GRAND RAPIDS  
PUBLIC UTILITIES**

*Service is Our Nature*

500 SE Fourth Street • Grand Rapids, Minnesota 55744

**POSITION TITLE:** Information Systems Manager  
**DEPARTMENT:** Information Systems  
**FLSA STATUS:** Exempt  
**DATE:** December 2023  
**ACCOUNTABLE TO:** General Manager

**Primary Objective of Position**

This position has broad authority as the recognized information systems expert and is responsible for overseeing all aspects of the Information Systems Department for Grand Rapids Public Utility and the City of Grand Rapids. This position is under limited supervision and requires the application of professional skills on a daily basis.

**Major Areas of Accountability and Job Duties:**

Manage the Information Services (IS) Department of the Utility and the City of Grand Rapids, including but not limited to, supervising IS personnel, the design of system architecture and structure, in order to maintain a high level of productivity and unity among the employees and organization(s).

Plan, organize, and direct the processes, integrations and procedures that enable the effective use of data to support business processes and decision-making. Defines the scope and tasks of project activities. Ensures that all IS applications, hardware, and software in GRPUC, and the City of Grand Rapids are secure and effective.

Act as the bridge between technology and people within both GRPUC and the City of Grand Rapids.

Act as the Project Manager or lead, to other technical specialists, on IS systems and IS projects of the greatest scope and complexity.

Develop and present planning reports necessary for decision-making and long-range organizational planning, including operational and capital budgets. Assists in development of budgets, the formulation and organization of information systems, and systems training programs.

Analyze utility industry key indicators together with the Utility's and the City's strengths and weaknesses and propose corrective actions.

Manages communication with customers and businesses; applies sound supervisory principles and techniques in building and maintaining an effective workforce and fulfills equal employment opportunity responsibilities.

Provide leadership and support to other department managers, including working with them to analyze various IS programs to ensure their efficient and effective administration.

Understand and comply with all workplace safety practices.

Perform other information systems related or administrative duties in support of the City and Utility that may be deemed necessary.

**Minimum Qualifications:**

Bachelor's degree in geography, geographic information systems, management information systems, information technology, or related field and extensive experience working in geography with geographic systems, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Five (5) years of responsible leadership experience in a management or supervisory position.

GIS certificate.

Considerable knowledge of internal control procedures, management information systems, and computerized financial applications.

Demonstrated professional level oral and written communication skills.

Ability to establish and maintain effective working relationships with employees, the City of Grand Rapids officials, and Utility officials.

Strong interpersonal skills including tact, diplomacy, and flexibility in order to establish and maintain cooperative working relationships with outside vendors, other public entities, and other employees.

Strong sense of honesty, integrity, and credibility and the ability to use independent and discretionary judgement and manage confidential information.

Availability to work the Utility's normal office hours throughout the regular workweek, as well as possible evenings, weekends, and holidays, if required.

**Preferred Qualifications:**

Knowledge of current technologies for computerized systems, network architecture, hardware, and software applications.

Experience in customer service and support and awareness of industry's latest trends and applications.

Experience with map projections and coordinate systems including their transformation and use in relating objects to one another.

Experience with asset management systems, work order management systems, website design, Cityworks, Laserfiche, ArcGIS Suite of products, Crystal Reports, SQL Server Management Studio and a basic understanding of SQL Server Database infrastructure.

Experience with the following programming languages to include, but not limited to, Arcade, SQL, Python, CSS, HTML, and JAVA.

Proficient with Microsoft Suite of products to include, but not limited to, Word, Excel, PowerPoint, Outlook, Teams, SharePoint.

Familiarity with the basic understanding of engineering and public utilities infrastructure such as electrical distribution, water distribution, sanitary sewer collection, and storm water collection.

Ability to think logically, analyze, and interpret problems relating to system design, implementation, and implement solution.

Ability to work within a group setting, take direction from other departments by request, and prioritize assigned projects with new requests.

Excellent written and oral communication skills along with skill in managing multiple projects.

**Tools and Equipment Used:**

Computers, related software, and peripheral equipment such as mobile devices.

**Physical Demands / Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is frequently required to use hands to handle objects, tools, or controls and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl. While performing the duties of this job, the employee occasionally works in outside weather conditions and is occasionally exposed to heat, wet and/or humid conditions, and uneven terrain.

The employee must occasionally move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, color vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderately quiet.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from this position if the work is similar or related to, or a logical extension of the position.*

*This job description does not constitute an employment contract between the employer and employee. This job description is subject to change by the employer as the needs of the employer and requirements of the job change.*

Commission Approved Date: \_\_\_\_\_