

## Director of Information Technology

GUC is looking for a highly-skilled, hands-on Director of Information Technology whose experience in managing a multi-faceted IT operation will provide technical and administrative leadership to one of the most advanced public utilities in the country!

### The ideal candidate will be:

- Technically-skilled, Educated and Experienced
- An excellent Communicator and Customer Servant
- A Visionary, Team Builder and Influencer
- An excellent Project Manager, Collaborator and Leader

# Welcome to **GREENVILLE UTILITIES**



## ABOUT THE ORGANIZATION

### Governing Board

GUC is governed by an eight-member Board of Commissioners which is responsible for approving rates, development plans, the annual budget and setting operating and extension policies. Policies are implemented by the General Manager/CEO. Greenville's City Manager serves as a full voting member. Five Board members are nominated by the City Council, and two are nominated by the County Commissioners. All Board members are approved by the Greenville City Council. Current commissioner's backgrounds demonstrate a high-level of diversity:

- **Medical Devices, Investments, Pharmaceuticals**, since 2019
- **Watersports Company, Real Estate & Banking**, since 2015
- **Educator, Radio & Community Revitalization**, since 2016
- **Mental Health Counselor & Broadcasting**, since 2018
- **City Manager / Public Administration**, since 2017
- **Industrial & Commercial Real Estate**, since 2015
- **Commercial Construction Industry**, since 2019
- **Health Care Executive, Banking**, since 2014



### Management

GUC is a highly-stable organization, that was chartered by the North Carolina General Assembly in 1905. A highly-qualified Management Team dedicated to working together to operate GUC in the best interest of its customers awaits you. The Management Team includes:

- **GM/CEO** since 2012 who has more than 30 years of experience in full-service public utilities management, former Assistant GM/COO from 2006 to 2012;
- **CAO** since 2015 who has 20 years of experience in management, urban planning & development, former Assistant City Manager;
- **CFO** since 2009, a CPA who has served 14 years as Financial Officer in the public and private sectors;
- **Customer Relations Director** since 2009, started with GUC as a Customer Service Representative in 1973;
- **Financial Services & Accounting Director** since 2000, a CPA who previously served as Accounting Supervisor for a regional hospital;
- **Human Resources Director** since 2014 with more than 25 years of HR experience in the public & private sectors;
- **Electrical Systems Director** since 1985, a registered P.E. with GUC since 1979, responsible for operations and engineering;
- **Gas Systems Director** since 1991, joined GUC in 1988, a former Aerospace Engineer for the US Dept. of Defense;
- **Water Systems Director** since 2003, joined GUC in 1986, he has also served as Contracts / Construction Engineer & Asst. Director of Water Resources, registered P.E. & former Civil Engineer for the US Navy

Together Management and Governing Board are responsible for GUC's **\$275,000,000 operating budget**.



# GUC SERVICES & STATISTICS

Greenville Utilities Commission (GUC) is a public agency owned by the citizens of Greenville, operating under a separate charter issued by the N.C. General Assembly. GUC's 456 employees provide full-service utilities of Electric, Water,

Sewer and Natural Gas to a combined total of nearly 160,000 customer connections. Each utility service has a unique service area geographically (see maps below).



## Electric

The department provides service to more than 70,000 customer connections.

*\*2nd largest municipal electric utility in NC*



## Natural Gas

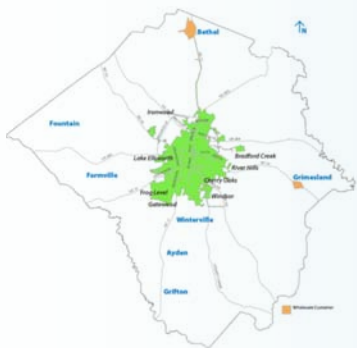
44,800 DT total system capacity; 31,000 daily demand.

*\*largest municipal natural gas utility in NC*



## Water

This department can produce up to 24.5 million gallons per day of treated water to >36,000 customer connections.



## Wastewater

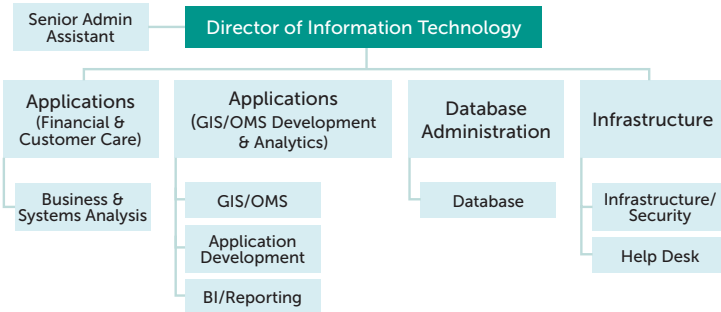
This department treats 17.5 millions of gallons of wastewater daily for 31,000 customer connections.



# Information Technology Department

The transition to a state-of-the-art Oracle platform was recently completed and integrates every department. This new system is a critical component of GUC's customer care, billing, construction, service, inspections, field reporting, financial systems and administration. GUC has 16 buildings on 8 work sites, in addition to 16 electrical substations connected to the network via fiber. This does not include additional locations of Supervisory Control and Data Acquisition (SCADA) systems (lift stations, pumps and telemetry sites) connected to the network via fiber, radio and mobile technologies.

The IT Department's 30 full-time employees work within 4 divisions to maintain one of the most sophisticated IT environments in the public sector.



## IT Department's Four Divisions

### Database

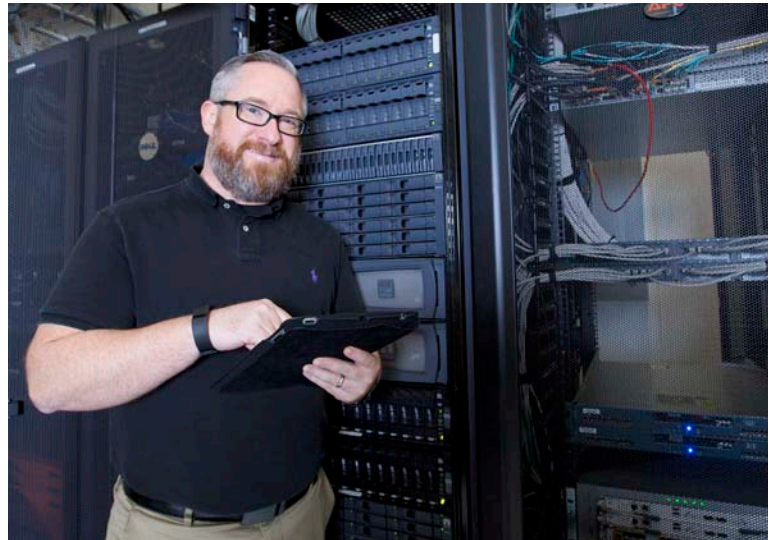
This 2-member Database Team is responsible for the design, implementation and maintenance of both Oracle and Microsoft SQL server databases, as well as performing installations, configurations, patching and maintenance of Oracle applications.

### Infrastructure

This 9-member team provides installation and support of all the hardware, software, networks, and appliances needed to deliver IT services. Support is also provided for the telephone and email systems, and a centralized help desk is provided. Cyber Security initiatives are managed by this team.

### Applications (Financial, Customer Care & Billing)

This 7-member team supports the financial and utility applications of the Commission. Financials include the budgeting, recruitment and onboarding and learning management systems, and traditional financial apps. Utility



*IT employee monitoring network servers.*

software includes meter reading; field services; credit, collections and revenue protection; billing and rates; customer contacts and information; premise and service information; Mobile Workforce Management and Customer Self-Service.

### Applications (GIS/OMS, Development, Analytics)

This 12-member team supports Geographic Information Systems (GIS) and Outage Management Systems (OMS) along with Software and Solution Development, Analytics, System Integration and Enterprise Systems Middleware.

### IT Director's Primary Functions:

- Establishing a strategic vision and executing operational / tactical plans including coordination, preparation, acquisition, installation / development, maintenance and security of IT business solutions;
- development of cost-effective, secure information technology solutions to business problems;
- ensuring effective use of human, fiscal and physical resources;
- approving, prioritizing, and controlling projects and the project portfolio;
- selection, acquisition, development, and installation of GUC's technical infrastructure, application and services;
- participating in overall business planning and execution as a Management Team member;
- developing strategic and operational plans.

# Opportunities & Future Challenges

The current environment provides a tremendous opportunity for the new Director of Information Technology to be successful.

## Highly-sophisticated Technology Environment

GUC recently completed a \$30,000,000 project transitioning from multiple software to an ORACLE environment. This transition of Core Financials (2013), Customer Care and Billing (2015), and Workforce Management (2015) has involved every department, which has and will continue to require effective management. More transitions are underway or expected.

## Cyber Security

GUC maintains its system using redundant darkfiber networks and wireless telemetry to connect 950 fixed and mobile devices over a 650 sq/mi service area to 16 buildings on 8 work sites and 16 electrical substations connected to the network via fiber remote SCADA systems at lift stations and pumps. These systems are critical to daily operations and real-time monitoring of all utility systems. The increased use of mobile applications for system access, field reporting, geographic information systems & telemetry will require a high-level of protection of personal and financial data against cyberattacks and catastrophic events.

## Centralization

During the past 10 years, IT systems and decisions have become increasingly centralized as IT hardware and software needs have become multi-faceted and cross-departmental. IT staff continue to meet with departments to understand their business needs. IT significantly impacts customer services externally and internally. Customer migration to mobile devices will continue. Pre-scheduled software updates will ensure service and staff's ability to get instant access to data and reports, and an enhanced Help Desk 'triage' system will clearly communicate expected timing and status of service requests.

## Training

End-user apps and mobilization are a high priority for meter readers, customer service representatives, construction crews, service calls, and field reporting. Migration has empowered and improved the use of technology within all departments,

but because the nature of migration to new software systems can be challenging, continuous staff training ensures across-the-board effectiveness.

Effective migration for accountants, internal auditors, collections specialists, asset managers, warehousing, purchasing, accounts payable and payroll functions are particularly important to the employees performing these functions.

## Enterprise Resource Planning

As systems are continually updated, the new Director will be instrumental in continued improvement by monitoring, fine-tuning and improving staff proficiency within this technology environment. The new Director will influence how this is done in a cost-effective manner, and through the development of a comprehensive Enterprise Resource Plan (ERP) for all of GUC's technology systems, tools and processes.

### Statistics (2018-2019)

#### Supported Devices: 350 fixed, 600 mobile

Desktop / Laptop / Tablet Computers: 350 / 138 / 330  
Commission-assigned Smartphones: 133

#### Customer Relations / Performance Indicators

Call Center Locations / # of customer agents: 2 / 27  
Incoming Calls: 12,763 (May 2019)  
Bills Mailed: 77,012  
Processing Accuracy: 99.964%  
Average wait time: 2.25 minutes (May 2019)

#### Monthly Walk-ins / Wait Time (June 2019)

Main Office: 1,288 / 3.44 minutes  
Branch Office: 961 / 2.37 minutes  
Total Customer Visits: 2,249





## The Ideal Candidate

The ideal candidate will possess the interpersonal and technical skills which complement the challenges and opportunities of this important, highly-visible department. Specifically, a strong candidate will possess the attributes, skills, education and experience detailed below:

### **Mastery of Best Practices, Compliance & Cyber Security**

- demonstrate a mastery of industry best practices and manage a portfolio of systems/applications in a cost effective and responsive manner;
- possess the ability to direct the conversion to new hardware and software platforms; and
- be experienced with institutional change in a software and hardware environment, particularly regarding cyber security and data protection.

### **Technically Skilled & Highly Experienced**

Influencing change requires originality of thinking and the ability to work within a broadly-technical environment. The ideal candidate will be highly educated and experienced in performance improvement and change management with a firm grasp on how technology makes an organization (specifically a utility company) more efficient, effective and sustainable.

### **Experienced in Developing and Implementing Enterprise Resource Plans (ERPs).**

An ERP process involving company-wide technology systems, tools and processes is needed and will require broad participation of all departments, facilitated by the new Director to ensure 'buy-in' of staff and effective solutions.

### **Excellence in Project Management**

A strong collaborator among department and division managers will be key to stabilization, strengthening and professionalization of GUC.

### **Visionary & Proven Leadership**

Someone with a strong technical aptitude, but also able to see details within the broader scope of long-term growth and development of GUC's technology environment and the individuals who work within them.

A leader who can effectively delegate authority and responsibility and maintain a high-level of departmental performance.

### **Excellence in Communication**

A high-level of verbal and written communication is required. Quality candidates will:

- effectively communicate with administration, department heads, employees, citizens and in the public forum;
- clearly articulate technology and policy to non-technical individuals and resolve disputes; and
- listen to and understand opposing viewpoints and be able to articulate policy and vision in difficult situations.

### **Team Builder & Influencer**

An individual with a positive attitude who is willing to mentor staff and inspire those around them to follow. Someone who instills that passion and experience with the employees he or she mentors who and also possesses the ability to harmonize people with technical and non-technical skills to positively influence and implement change.



## Qualifications & Compensation

### Education & Experience

- Bachelor's Degree in Information Technology, Information Systems Management, or related field from an accredited four-year university;
- A Master's Degree is preferred but not required.
- Seven (7) or more years of significant IT leadership experience managing seasoned professionals within a complex business environment;
- Public or private utility experience is desirable;
- Strong IT background preferably in an IT shop that has ORACLE or other Tier 1 products; and
- Strong contract negotiation skills and the ability to communicate complex technical information to non-technical audiences.

### Compensation

**\$110,000 to \$164,000 / year salary (DOQ)**

#### Benefits

- **Medical, Dental, and Vision** Insurance available;
- **Maternity, Prescription Drug, Flex-spending, Health Savings Accounts, Short-term Disability Insurance (AFLAC);**
- **Life Insurance** = 1x of annual salary to \$100,000. \$200,000 if death by accident (Transamerica);
- **Retirement** – North Carolina State Retirement (LGERS);
- **Professional Development & Memberships;**
- **Vacation Leave** - 12 days per year for less than 5 years of service;
- **Sick Leave** 8 hours per month; and
- **Health Clinic** - Onsite health clinic for employees and covered dependents.

### Residency

**Residency within Pitt County is required.**

### Past Director

Director recently retired after +40 years IT experience in utilities, health care and banking. She served 13 years as GUC's IT Director.

### Equal Opportunity

Greenville Utilities Commission (GUC) is an Equal Opportunity Employer. GUC values public service, equal opportunity and the importance of diversity in the workplace. It is an organization committed to workforce building and serving the community's residents and businesses with commitment to the following values:

**Responsibility, Respect, Teamwork, Honesty and Diversity/Inclusion.**

Veterans, all genders and ethnicities are encouraged to apply. North Carolina is an at-will employment state.

### Confidentiality

Per NC Public Records Law, candidate information is confidential until the selection of finalist for employment.





## Greenville, North Carolina

The 10th largest city in the state North Carolina and the home of East Carolina University! Located halfway between the capital city of Raleigh and the crystal coast of the Atlantic Ocean, Greenville is the cultural, educational, medical, and economic capital of Eastern North Carolina. You will find that Greenville is a friendly and dynamic community with a lot to offer and wonderful people!

The Greenville region is one of the fastest growing urban centers in the state. An outstanding university with more than 28,000 students, a regional medical center that serves 29 counties, an abundance of shopping and dining opportunities, and a multitude of cultural and recreational activities attract many people to our community.

In addition to the Tar River running through town, the area's numerous waterways offer ample opportunities for boating, kayaking, fishing, hiking, camping, and birding. Our community is also fortunate to have one of the most extensive recreation and greenway systems in the region, including 324-acre River Park North and the Greenville Greenway System, which visitors and residents enjoy through all four seasons each year thanks

to our relatively mild climate. From little league to specialized recreation, our recreation programs run the gamut and are housed in top-notch facilities.

Being home to a university with a strong arts program means world-class performances on campus and a strong local arts community with much to offer. You'll find community theatres, art and photography galleries, and artwalks in Greenville's thriving Uptown district, complimented by a thriving food, music, and micro-brewery scene. More interested in Division 1 sports? There are plenty of opportunities to catch an ECU Pirates' game; whether it's baseball, football, basketball, golf, lacrosse, soccer, tennis, track, or volleyball, Pirates are competing just about year-round.

We are also home to some of the top BMX riders in the world, with more X-Games medals coming through Greenville than anywhere else in the world.

With so much to do in Greenville, you'll be sure to find others who enjoy doing the same things. You'll find yourself in good company.





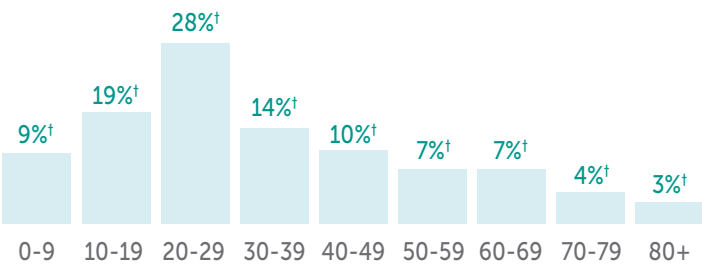
# DEMOGRAPHICS

## Population

The 2018 estimated population of residents within the Greenville metro area is 174,263 residents – 130,204 households / housing units and 110,997 residents residing within five miles of the city limits.

## Age Distribution

The median age in Greenville is 27.1 - reflecting a very young community. (Note: NC average age is 39). The largest segment of the local population are those between the ages of 20-29 (28%) followed by 10-19 (19%).



## Ethnic Composition

According to US Census estimates, 54% of Greenville’s population is female, while 46% are male. 52% are white, 38% are black, 5% are Hispanic and 3% are Asian.

## Education

42% of the population has an Associate’s Degree or higher. 30% have a Bachelor’s Degree or higher.

## Median Income

### Climate

Greenville / Pitt County is in the warmest area of North Carolina due to its close proximity to the ocean and its low-lying topography. Greenville’s average daily maximum temperature is 72°F and its average daily minimum is 50°F.

- Average annual precipitation: 49.0 inches.
- 220 freeze-free days
- Average relative humidity in mid-afternoon is about 50%, falling from 85% at sunrise.

## Cost Of Living

Greenville’s cost of living index is 89 of 100 – 11% below the national average. Housing is the biggest factor in the cost of living difference in Greenville. The median home price in Greenville is \$158,100 compared to the statewide average of \$180,600.

**“10<sup>th</sup> best place to live in the United States.”**  
- Livability.com, 2019

**#10 “Best Small Places for Business Careers”**  
Forbes, 2012

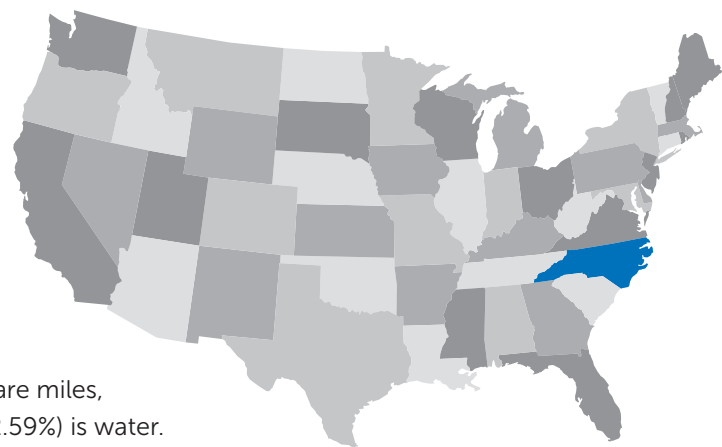
**100 Best Communities for Young People**  
- America’s Promise Alliance

# GEOGRAPHY

Greenville, North Carolina is a livable, urban City with a small-town feel located midway between Boston, Massachusetts and Miami, Florida and within a day's drive of over one-half the nation's population.

Many of the principal U.S. industrial markets such as Boston, New York, Pittsburgh, Chicago, Atlanta, Memphis, and Miami, are within a two day's drive.

According to the United States Census Bureau, the city is 26.3 square miles, of which, 25.6 square miles of it is land and 0.7 square miles of it (2.59%) is water.



## Air Travel

- Pitt-Greenville Airport (PGV) a local domestic airport served by one commercial airline – American Eagle with flights to Charlotte.
- Coastal Carolina Regional Airport (EWN) 47 miles from Greenville with passenger carriers American Eagle and Delta Connection.
- Raleigh-Durham International (RDU) 97 miles from Greenville with several commercial domestic & international carriers including: Air Canada, Alaska, Allegiant, American, Delta, Frontier, JetBlue, Southwest, Spirit & United.

## Driving Distances

- Raleigh, NC** (1.5 hrs)
- Charlotte, NC** (4 hrs)
- Richmond, VA** (2.5 hrs)
- Norfolk, VA** (2.5 hrs)
- Columbia, SC** (4 hrs)
- Washington D.C.** (4 hrs)
- Philadelphia, PA** (6.5 hrs)
- Atlanta, GA** (7 hrs)

# COMMERCE

Between 2000 and 2017 Greenville's population grew 33.8%. Between 2000 and 2010 employment grew by 13.3% leading to a booming, diversified local economy with industries ranging from pharmaceuticals, manufacturing, life science, and food processing. The City is home to **East Carolina University & Vidant Medical Center.** Both a major catalyst of growth.

Manufacturing employment accounts for 1 in 11 jobs, government for 1 in 3.4, and health care/ social assistance services for 1 in 4.4 (2012 data).

Major manufactured products include: chemicals, machinery, fabricated metal products, paper products, apparel, and transportation equipment.

## Top 10 Employers in Greenville

Business (Manufacturing)	FTEs	Business (non-Manufacturing)	FTEs
Hyster-Yale	1,173	Vidant Medical Center	6,650
Thermo Fisher Scientific	1,040	East Carolina University	5,750
Alliance One International	850	Pitt County Public Schools	3,650
ASMO Greenville of North Carolina	624	City of Greenville	1,132
Mayne Pharma, Inc	513	Pitt Community College	1,100
TRC, Inc. (The Roberts Company)	485	County of Pitt	901
DSM Dyneema, LLC	330	Physicians East	615
Attends Healthcare Products	300	Convergys	530
Grady-White Boats	200	Wal-Mart	470
East Carolina Vocational Center	193	Greenville Utilities	456

Sources: Greenville Office of Economic Development; Pitt County Development Commission





ECU Dowdy-Ficklen Stadium

## Regional & Local Amenities

Within minutes of leaving home, residents can:

- Attend the **symphony** or visit 10 **art museums** and 8 **private galleries**.
- Find faith and fellowship at more than 250 churches, synagogues or temples in Greenville.
- Discover **legendary BBQ joints** and craft breweries on the **Pitt County Brew & 'Cue Trail**.
- Enjoy world-class events at **East Carolina University** and the **Greenville Convention Center**.
- Paddle the scenic Tar River Waterway . Bike, walk, or run the extensive **Greenville Greenway system**.
- Experience the vibrant art, live music, and culinary scene in the **Uptown** and **Dickinson Avenue Arts districts**. Spend time browsing numerous **antique shops and boutiques**. Explore **historic sites** and 'pick-your-own' farms.



Jaycees' Christmas Parade



North Carolina BBQ



North Carolina Symphony



Greenville Convention Center





Great Smokey Mountains National Park

## Regional & Local Amenities

Outdoors enthusiasts can hunt, fish or paddle 100s of miles of waterways, hike 13 miles of local trails and golf 8 courses. Visiting the Outer Banks, Cape Hatteras, the Great Smoky Mountains, or the Wright Brothers National Memorial are sure to please. Sports enthusiasts enjoy professional sports (NHL, NFL) and more than 6 college athletics programs (NCAA). Fitness opportunities are plentiful with 30 major parks and recreational facilities including pools, courts and gyms.

Pitt County / Greenville celebrates its rich heritage and diversity with more than 30 events per year including the Festival of Trees, St. Patrick Day's Parade, Greenville Jaycees' Christmas Parade, Jolly Skull Beer Fest, Pitt County American Legion Agriculture Fair, Sunday in the Park Concert Series, and PirateFest!



College Basketball (NCAA)



Carolina Hurricanes (NHL)



Cape Hatteras National Seashore



Carolina Panthers





## Director of **Information Technology**

### How To Apply

Resume and Letter of Interest by EMAIL only to:  
[recruit122@municipalsolutions.org](mailto:recruit122@municipalsolutions.org)

Direct questions to the Recruiting Team at the email above or  
by calling (888) 545-7333.

### Timeline & Selection Process

**January 6** - Deadline to apply

**January 15 - 21** - Initial candidate screening

**January 22 - February 11** - Comprehensive background checks

**February 16 & 17** - Finalist interviews & selection

This recruitment is actively managed by:



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EFFICIENCY. TECHNOLOGY. SAFETY.