



NOTICE OF JOB OPENING

Senior Information Services Manager

1 Opening
(External & Internal)

Opening Date: 11/14/2024

Closing Date: 11/21/2024

Classification: Grade 5, Exempt \$104,520 annually

Summary of Job Duties and Responsibilities the Senior Manager of Information Services plays a critical role in planning, directing, and overseeing the overall operations of the Information Services department. This position collaborates closely with the Director to support strategic goals and operational needs, ensuring the reliability, security, and effectiveness of IT infrastructure, systems, and services. Key responsibilities include overseeing IT infrastructure management, systems and applications management, and IS governance. The Senior Information Services Manager assists in project management, budgeting, and resource allocation and provides leadership and guidance to various managers. Additionally, this role involves collaborating on IT security and compliance, providing user support and training, managing vendor relationships, and participating in developing and implementing governance frameworks to align IT strategies with organizational goals. The Senior Information Services Manager is pivotal in fostering a collaborative and productive work environment, where your contributions are valued and you are an integral part of the team, ensuring IT services and projects are delivered effectively.

Knowledge, Skills, and Abilities:

Knowledge:

- Broad knowledge of information technology principles, concepts, and best practices
- Understanding of IT infrastructure, including networks, servers, databases, and cloud technologies
- Familiarity with enterprise software applications
- Knowledge of information security principles and industry standards
- Awareness of emerging technologies and trends in the IT field
- Understanding of project management methodologies and practices
- Knowledge of budgeting and resource allocation in an IT department. Ability to plan, schedule, and coordinate projects to meet the priorities of management and department heads.

Skills:

- Leadership and team management
- Strong written and verbal communication
- Excellent analytical and problem-solving
- Proficient in planning, organizing, and executing IT projects
- Vendor management
- Strategic thinking
- Adaptability and decision-making
- Customer service orientation
- Collaboration
- Skilled in long and short-range planning.
- Skilled in written and oral communications.
- Skilled in problem-solving, planning, and multi-tasking techniques.
- Skilled in making technical presentations to a variety of audiences.

Abilities:

- Lead and manage multiple IT projects simultaneously
- Analyze complex technical issues and provide innovative solutions
- Assess and prioritize IT needs based on business requirements
- Communicate technical concepts to non-technical stakeholders
- Stay updated with emerging technologies and industry trends
- Work well under pressure and meet tight deadlines
- Maintain confidentiality and handle sensitive information appropriately

Minimum Qualifications

- Bachelor's degree in Computer Science, Information Technology, or a related field; plus, five (5) years of work experience in the Information Services field; plus five (5) years of previous supervisory work experience.
- Experience may be substituted in related areas.

Preferred Qualifications

- Two (2) years of work experience supervising technical staff, budgetary responsibility, experience with Windows server administration, administration Microsoft SQL Server, Certified Project Management Professional (PMP) or extensive experience managing software implementation projects, Knowledge and understanding of the utility industry, experience supervising GIS staff and managing GIS projects.

Special Qualifications

- Must pass a criminal background check.
- Must have a valid Arkansas Driver's License.
- Must have a good driving record.
- Must maintain a personal telephone due to call out.
- Must be a high-performing, innovative, values-driven, informed, and passionate individual.

This is a safety sensitive position due to utility driving requirements. Position requires discharging duties fraught with risks of injury to others so that even a momentary lapse of attention can have disastrous consequences.

Work Conditions

The above describes the general content and requirements for this job. It is not intended to be an all-inclusive list of duties, responsibilities, or requirements.

How to Apply

- o Complete the internal application form attached to this posting.
- o Send your completed application form and optional resume to careers@carkw.com.
- o In the email subject line, please include your full name and the position you are applying for.

Central Arkansas Water is an EQUAL OPPORTUNITY EMPLOYER and does not discriminate in its employment practices, or any other activities, based on race, color, religion, sex, national origin, age, disability, veteran's status, sexual orientation, gender identity, genetic information, political opinions or affiliation, or any other status protected by law.

www.carkw.com

We support diversity, equity, and inclusion in our workplace.



APPLICATION FOR EMPLOYMENT CENTRAL ARKANSAS WATER

An incomplete or illegible application may jeopardize your opportunity for employment. Because eligibility to compete for positions is based on a review of your application and since only information provided will be evaluated, be certain that you complete all items as fully and accurately as possible.

NAME _____ DATE _____
LAST FIRST MIDDLE

STREET ADDRESS _____ HOME PHONE _____

CITY STATE ZIP

BUSINESS PHONE _____

CELL PHONE _____

ARE YOU A CITIZEN OF THE UNITED STATES OR ARE YOU LAWFULLY ELIGIBLE TO BECOME EMPLOYED IN THE U.S.?

YES NO (Proof of U.S. citizenship or immigration status will be required if employed)

POSITION YOU ARE APPLYING FOR _____

TYPE OF EMPLOYMENT DESIRED: FULL-TIME TEMPORARY SUMMER PART TIME

DATE AVAILABLE _____ SALARY REQUIREMENTS \$ _____

WHERE DID YOU HEAR ABOUT THIS OPENING? NEWSPAPER JOB LINE EMPLOYEE REFERRAL OTHER _____

*****LIST PREVIOUS EMPLOYMENT, BEGINNING WITH THE LAST*****

FROM DATE (Mo/ Yr)	TO DATE (Mo/ Yr)	NAME AND LOCATION OF EMPLOYER	SUPERVISOR	YOUR JOB	REASON FOR LEAVING	FULL OR PART TIME

TYPE SCHOOL	NAME & ADDRESS	GRADUATED?	PRIMARY COURSES OF STUDY	
HIGH SCHOOL	XXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXX		XXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXX	
BUSINESS OR TRADE SCHOOL				
COLLEGE			Major:	Degree:
			Minor:	
GRADUATE SCHOOL			Degree:	
CORRESPONDENCE COURSES OR SPECIAL TRAINING				

Excluding those which would reveal sex, race, religion, national origin, age, ancestry, disability or other protected status, list any professional, trade, business or civic organizations with which you are associated:

List professional, business or trade licenses held, awards or special recognitions received:

LIST THREE WORK-RELATED REFERENCES:

NAME	OCCUPATION	EMPLOYER	PHONE #	ASSOCIATION <small>(Peer vs. supervisor)</small>

Have you previously been interviewed for a position with Central Arkansas Water? If yes, provide positions and dates:

Have you ever been employed by Central Arkansas Water? If yes, provide position, dates, and reason for leaving:

* Do you understand the physical and mental requirements of the job for which you are applying? Yes No

* Are you able to fully and completely perform all functions, duties and responsibilities of the particular job for which you are applying with or without an accommodation?

Yes No If no, please provide an explanation: _____

* **The Americans With Disabilities Act of 1990 prohibits discrimination against a qualified individual with a disability.**

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Central Arkansas Water embraces a diverse and inclusive environment. As an Equal Opportunity Employer, all applicants who meet the stated qualifications will be considered for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. CAW is also committed to compliance with all fair employment practices.  
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• I, _____, understand and voluntarily agree that Central Arkansas Water (or an investigative bureau of your choice) may check any references or other information provided on this application form by me. Further, I hereby give consent to any and all current and prior employers of mine, or educational institutions I have attended, to provide information to Central Arkansas Water with regard to my employment with current or prior employers or my educational background. I understand and accept that your employment decision may be based upon information furnished by me or obtained through the verification process. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information. I authorize you to make copies of documents related to my employment, which shall have the same effect as the originals.

Signed: _____

Date: _____

- I understand and agree that if I am offered and accept a position with the Central Arkansas Water, that the position is not for a specific period of time, and I agree that I will be an employee at will and this arrangement can be terminated at any time by myself or Central Arkansas Water, with or without notice.
- If employed by Central Arkansas Water, I agree to abide by its rules and regulations.
- I understand and agree to examinations and testing, including a pre-employment physical, criminal background check, and drug screening, considered necessary by Central Arkansas Water at any time, at the option of the Utility and at no personal expense to me. I authorize the examining physician or organization to disclose to Central Arkansas Water or its representatives the results of such examinations, tests, or background information. I understand Central Arkansas Water will limit such information only to those individuals who have a need to be informed of such.
- I understand that, unless I am notified by Central Arkansas Water otherwise, this application will be considered only for the position I designated on this application form. I understand that in order to be considered for other available positions with Central Arkansas Water, I will need to complete a separate application for each position.

I hereby affirm that my answers to the foregoing questions are true and correct, and I understand that misrepresentation or omission of facts called for in this application may be cause for disqualification for consideration of the position, or if employed by Central Arkansas Water, immediate dismissal without notice.

Signature of Applicant

Date



EQUAL OPPORTUNITY EMPLOYER

221 East Capitol Avenue * PHONE (501) 377-1251 * LITTLE ROCK, AR 72202

YOU MUST HAVE A “GOOD” DRIVING RECORD FOR THIS JOB

A “**good**” driving record is based on the last three (3) years of driving.

Types of items which may cause not having a “**good**” driving record.

(Remember this is over the last **three (3)** years)

1. Three (3) or more accidents where you were ticketed.
2. **DWI** (driving under the influence of drugs or alcohol.
3. Excessive speeding tickets (20 mph over the limit) along with any other tickets or violations.
4. Hit and Run - leaving scene of accident.
5. Ticketed for Reckless, Negligent, or Careless driving along with any other tickets or violations.

We **can not** hire people who **do not** have a “**good**” driving record when the job requires a “**good**” driving record.

EMPLOYEE BENEFITS INFORMATION (Full Time Employees Only)



Compensation

- Competitive Compensation
- Generous Paid-Time off, Paid Holidays, Discretionary Time, Overtime for non-exempt staff
- Pension Plan (APERS)
- Deferred Compensation Plan
- Saving Plan
- Utility-Paid Life Insurance
- Short-Term Disability and Additional Life Insurance Coverage options
- Utility-Paid Long-Term Disability
- Accident, Critical Illness, Hospital Stay Pay and Identity Theft coverage options
- Credit union membership
- Uniforms provided (as required by position)
- Annual Work Boot Allowance (as required by position)
- Public Student Loan Forgiveness Eligible Employer
- Generous Retiree Benefits
- Performance Evaluation six months after hire and after twelve months. Each evaluation has the opportunity for a merit increase. Annual evaluations thereafter with the opportunity for merit increase.
- Annual Pay Plan increase (as approved by CAW's Board of Commissioners)



Health & Wellbeing

- Utility-subsidized individual and family health care coverage options with Rx Plan
 - PPO – 96% employee premium paid by Utility
 - HDHP- 100% employee premium paid by Utility
- HSA – Utility funded based on HDHP coverage option
- FSA
 - Medical
 - Dependent Care
- Dental – 100% employee premium paid
- Vision
- EAP – Utility-paid
- Remote Work (position eligibility applies)
- Paid Family Bereavement Leave, Emergency Leave, Military Leave, COVID vaccine time, Blood donation, Jury Duty
- Utility Paid Rehabilitation for Drug or Alcohol Abuse
- Special Interest Employee Committees
- Various Employee Recognition Programs
- Compressed Work Schedule (available for most positions)
- HIVIP (High-Performing, Innovative, Values-Driven, Informs and Passionate) culture
- Safety Program



Professional Development

- 100% Tuition Reimbursement
- Utility support for industry licenses
- Utility-paid professional memberships
- In-house training and development program CAWU
- Employee Perks and Discounts (automotive, banking, cellular, dining, education, fitness, home improvement, office supply and misc.)
- Financial Planning
- Internal Promotion Opportunities
- Employee-led, Executive sponsored, Diversity, Equity and Inclusion Team and Initiatives



Community

CAW takes our commitment to be involved seriously. Our team members can always be found in a neighborhood, at a community event, fundraiser or educational initiative promoting quality of life, exceptional service and science, technology, engineering, and mathematics (STEM) education.