



# NEW OPENING: SR. VP, CHIEF INFORMATION OFFICER

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**METROPOLITAN**  
UTILITIES DISTRICT

# SR. VP, CHIEF INFORMATION OFFICER

## SALARY & BENEFITS

### ANNUAL SALARY:

**\$238,147 - \$357,222**, and an attractive benefits package that includes:

### RETIREMENT/PENSION:

Benefit based upon final pay and years of service. First 25 years of service = 2.15%, next 10 years of service = 1.00%, years over 35 = .50%. Cost shared by employee and the District.

### HEALTH INSURANCE:

Medical, Dental, Vision Care and EAP benefits are offered by the District. These benefits are available to all regular full-time employees and their eligible dependents.

### OTHER INSURANCE:

Group Life, AD&D, Long Term Disability and Supplemental Insurance

### DEFERRED COMPENSATION:

Available to employees as an option including up to \$2,000 in annual matching contributions.

### FLEXIBLE SPENDING ACCOUNT:

Health Care and Dependent Care flexible spending accounts offered.

### PAID LEAVE BENEFITS:

Newly hired employees receive prorated vacation for first year of employment. In addition to vacation, full-time employees are eligible for sick leave, supplemental sick leave (after 1 year of service) and bereavement leave.

### HOLIDAYS:

9 designated days per calendar year and 3 floating holidays per year (after first year of employment)



## SCAN THE QR CODE TO APPLY

Please contact Stephanie Keyser,  
Human Resources, with any questions:  
**402.504.7735** or  
**[stephanie\\_keyser@mudnebr.com](mailto:stephanie_keyser@mudnebr.com)**

# THE IDEAL CANDIDATE

Our next Senior Vice President, Chief Information Officer (CIO) must be an excellent relationship builder who thinks well on their feet, is decisive, transparent and communicative. The ideal candidate will be a strategic leader responsible for directing and leading the District's Information Technology and Customer Services Departments. The next CIO will be solutions-oriented and an action-focused professional who operates at the big picture level but keeps an eye on getting things done.

## OUR NEXT CIO WILL...

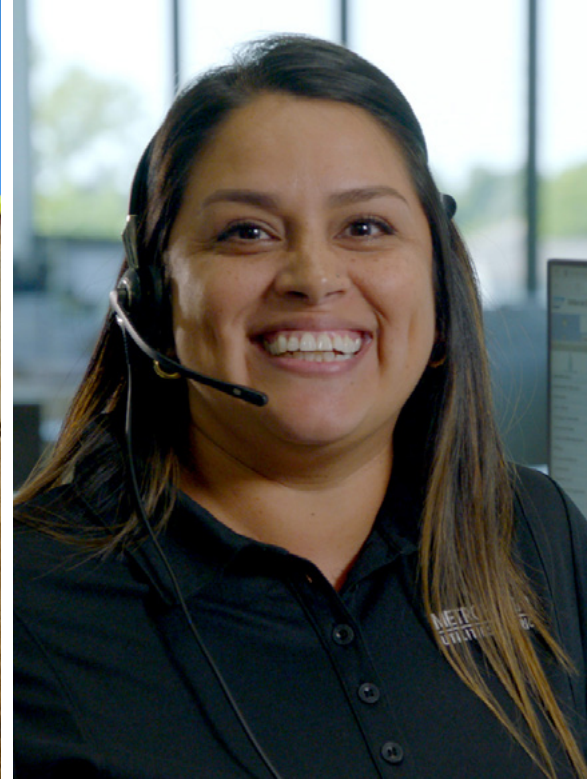
- Possess an innate ability to anticipate trends in the market with regard to technology to ensure the District navigates these trends through expert guidance and strategic planning.
- Represent the District with a high level of professionalism and emotional intelligence.
- Foster excellent working relationships with staff, fellow members of the leadership team, the District President and the board to be a strategic leader for the organization.
- Focus on the big picture of how the District operates while having the background and knowledge to understand the day-to-day operations and details of the process.
- Delegate effectively while keeping a handle on all aspects of the District's initiatives to address challenges as they arise and find the best way to keep projects moving forward.
- Understand the importance of fostering a culture that aligns with the District's vision with an emphasis on inclusiveness, diversity and cohesion throughout the entire District.
- Be an effective problem solver and decision-maker to isolate causes from symptoms, act decisively and show good judgement.
- Be highly productive, manage time wisely and prioritize multiple competing priorities effectively.
- Demonstrate a high level of energy, motivation, passion and ambition to move projects forward.
- Be an effective leader, manager and player, empower, coach and develop staff into future leaders.
- Be an effective communicator in writing, presentation and informal communication skills.

## MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Computer Science, Information Technology, Business Administration, or a related field.
- 10 years of significant management and supervisory experience at the senior level. Ability to manage multiple projects, including both short-term and long-range projects/activities, and completing projects across organizational lines, within budget and schedule.
- 10 years experience providing strategic oversight and direction in one or more of the following areas: business operations, information technology, customer service, or closely related fields. Proven ability to lead dynamic business teams with innovative strategy and technology.
- Experience in budgeting and project portfolio management.
- Experience developing and implementing corporate strategic plans with demonstrated expertise in a variety of the field's concepts and procedures.
- Experience in I.T. infrastructure and architecture, operations, application development and architecture, and technology planning.

## PREFERRED QUALIFICATIONS:

- Master's Degree.
- Utility experience.

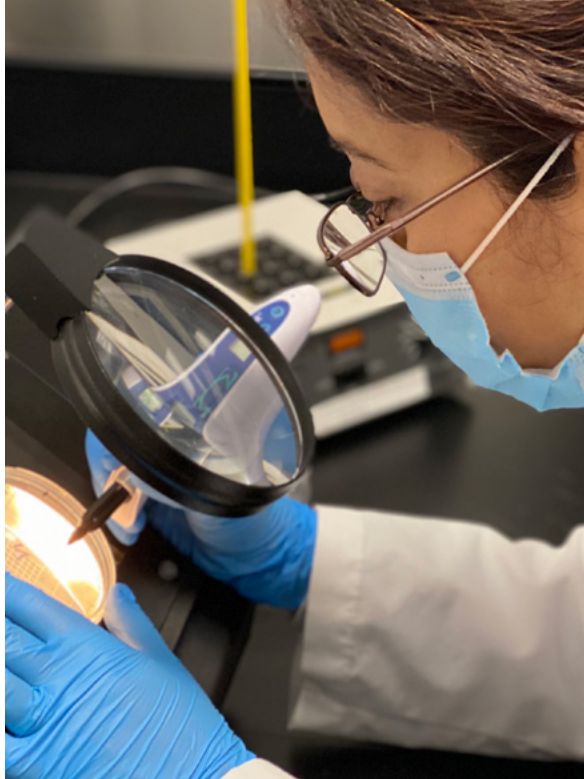


## THE JOB

The Senior Vice President, CIO is responsible for directing and leading the District's Information Technology (I.T.) and Customer Services departments. The CIO must anticipate trends in the marketplace with regard to technology to ensure the District navigates these trends through expert guidance and proper strategic I.T. planning which is in alignment with the strategy of the organization. This role also ensures the District consistently delivers a positive customer experience, fosters strong engagement with community partners, and communicates pertinent, valuable information to employees, customers, and the broader community.

**To effectively contribute to the District's objectives, the CIO is accountable and responsible to:**

- Lead all aspects of Information Technology and Customer Services for the District through the effective management of critical initiatives which are essential to the strategic and operational objectives of District.
- Establishment and maintenance of all I.T. governance processes covering strategic alignment, value delivery, resource management, risk management, budgeting, and performance measurement.
- Drive the analysis and re-engineering of existing business processes, identify and develop the capability to use new tools, reshape the District's physical infrastructure and network access, and identify/exploit the District's knowledge resources.
- Lead the efforts to integrate the Internet (electronic channels) into the District's long-term strategy and as well as immediate business plans.
- Protect customer information by directing information/cyber security efforts related to the District's information and systems to ensure their integrity, availability, recoverability, placement and performance.
- Develop and maintain recruitment and retention strategies for skilled "public sector" I.T. professionals aimed at adequately meeting current and future District technology workloads.
- Provide leadership and oversight to the Customer Services department to ensure that the District treats our customers fairly and with respect, regardless of the situation. Ensure policies are in place and followed consistently. Develop metrics to ensure we are measuring performance around call center statistics.
- Champion a culture focused on customer experience. Sponsor and support activities and programs aimed at fostering positive customer and community relationships.



- Provide strategic guidance regarding customer experience and business development.
- Ensure the best use of District resources by directing the definition and planning of strategic and long-term goals for the Company and establishing Key Performance Indicators along with appropriate performance/monitoring processes.
- Effective budgeting to ensure the most effective and best use of ratepayer monies.
- Maintain open communication with all levels of the District, but especially with the President, Senior Vice Presidents, and Vice Presidents with the best interest of the District and its Customers always in mind.
- Understand and support all District policies and procedures to the highest level possible.
- Develop talent: coach and mentor employees; support employee growth and development through

leadership opportunities and professional development.

- Provide employees feedback through completion of performance appraisals and employee one-on-one meetings.
- Manage employee unacceptable behavior, poor work performance or policy violations, including the use of discipline when appropriate.
- Maintain financial oversight of budget or works with financial responsibility in mind.
- Plan for attrition through awareness of separation risks, cross-training, employee development and succession planning.
- Handle stresses related to effectively completing the above referenced requirements.
- Fulfill responsibilities common to all Supervisory, Professional, and Administrative positions.

## RELATIONSHIPS

In contributing to the objectives of the District, the Senior Vice President, CIO is responsible for building constructive relationships of a business and professional nature with the following:

- Board of Directors, which includes responding to questions, meetings, customer concerns and any other business matters as they arise.
- Senior Management and all levels of personnel at the District, which includes day-to-day developments, interactions and daily support as needed.
- Customers, which includes receiving and responding to complaints, concerns and any other concern presented.
- Officials of government, other public utilities, other business concerns, professional and trade associations, engineers, architects, contractors, attorneys and community leaders.

# THE ORGANIZATION

Metropolitan Utilities District – also known as M.U.D. or the District – is a vital part of the Omaha metro area, providing life-essential natural gas and water services to more than 600,000 people. M.U.D. is the only metropolitan utility district in the State of Nebraska. We are a public utility and proud to be customer-owned.

The mission of the District is to enhance quality of life by delivering safe, reliable and cost-effective natural gas and water, essential for today and future generations. Our vision is to surpass customer expectations while committing to the growth of a vibrant community.

We are driven by our core principles of Integrity, Care, Safety & Security, Fiscal Responsibility, Reliability & Resilience, Innovation and Growth.

The District is governed by a board of seven directors, elected by our customer-owners. The board generally meets the first Wednesday of the month. We have more than 900 employees who live and work in the communities we serve.

As the fifth largest public gas utility in the United States, we provide a product and service at rates that are lower than area investor-owned utilities and among the lowest in the Midwest. We serve

natural gas to more than 242,000 customers in Omaha, Bennington, Fort Calhoun, Springfield, Yutan and Bellevue. In addition, we own and operate peak-shaving facilities including a liquefied natural gas plant and two propane-air plants.

We provide safe drinking water to more than 229,000 customers in Omaha, Bellevue, Bennington, Carter Lake, La Vista, Ralston, Waterloo and the Papio-Missouri Natural Resources District (which supplies water to Fort Calhoun). Our water meets or exceeds all state and federal standards for drinking water.

The District owns and operates three water treatment facilities and an extensive water distribution system capable of supplying potable water in excess of 300 million gallons per day. Our system includes 3,204 miles of water mains and we maintain more than 29,000 hydrants for fire protection.

M.U.D. also has an Operations and Construction Center Complex, which serves as the base for our construction, water and gas distribution, field services and other operational divisions. We will open a second Construction Center in spring 2026.

## OUR HISTORY

The Nebraska Legislature created M.U.D. in the early 1900s as a political subdivision of the state to provide water and natural gas to the metropolitan Omaha area.

Our first water treatment plant was built near the Missouri River in 1889 by a private company. Omaha received water and gas services from private water and gas companies until the citizens of Omaha became dissatisfied with high costs, constant ownership

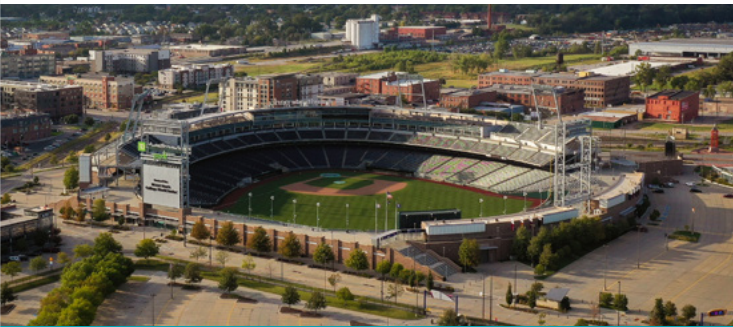
changes and poor service, and voted to take control and ownership of their utilities. The Legislature created the Metropolitan Water District in 1913.

Five years later, state senators authorized the City of Omaha to assign the responsibility for operation of the gas system to the Metropolitan Water District. The name was changed to the Metropolitan Utilities District on March 3, 1921.





HOME OF THE 2021 USL LEAGUE ONE CHAMPIONS OMAHA UNION



HOME OF THE COLLEGE WORLD SERIES



HENRY DOORLY ZOO & AQUARIUM



OLD MARKET – DOWNTOWN OMAHA



KIEWIT LUMINARIUM - OMAHA RIVERFRONT

# THE COMMUNITY

Omaha is a thriving community known for its constantly evolving dining and entertainment scene, friendly people and successful businesses. With a population of just under a half million citizens, we are a large metropolitan area that hasn't lost that midwestern charm.

Whether it's visiting the world-famous **Henry Doorly Zoo and Aquarium**, taking some swings at TopGolf or attending the latest community event, there is always something to entertain you and your family in the Omaha area. We are home to top-notch restaurants, entertainment districts and a growing craft brewery scene.

On any night of the week, there are several local and national acts performing at the **Orpheum Theater, Holland Performing Arts Center, Steelhouse Omaha, Midtown Crossing, The Slowdown** or at a bar around the city.

The **Kiewit Luminarium** has more than 100 interactive exhibits and programs allowing visitors to dream, play, wonder and experience. For the art lovers, local pieces can be viewed at the **Bemis Center for Contemporary Arts, El Museo Latino, Hot Shops Art Center** or the galleries in the Old Market.

If you're a sports fan, you're in luck! Those who enjoy America's favorite pastime can experience the **College World Series** at TD Ameritrade Park or cheer on the **Omaha Stormchasers**, the minor league affiliate of the Kansas City Royals, at Werner Park. Omaha also the home of the 2021 USL League One Champion soccer club the **Union Omaha**.

To learn more about tourism offerings in the metro area, check out [visitomaha.com](http://visitomaha.com) and [gosarpy.com](http://gosarpy.com).

You can enjoy the perks of a larger city without the high price tag. The cost of living in Omaha is **9%** lower than the national average, making it one of the most affordable places to live in the country with a typical home value of **\$285,392**. Omaha also has a low unemployment rate (**3%**) and is home to seven companies among the Fortune 500 and 1,000.

Wallethub recently ranked Omaha in the **Top 30** cities best cities for raising a family in the U.S., due to its great schools, housing affordability, low crime rate and ease of commuting. The metro also has a wonderful trail system for walkers, joggers, cyclists and cross-country skiers. The city recently introduced ORBT – **Omaha Rapid Bus Transit** – a service that unites smart technology and streamlined travel for faster, more frequent public transportation.

Bottom line? Whether you're looking to advance your career, raise a family or get a fresh start – Omaha has you covered.

