



GRAND RAPIDS
PUBLIC UTILITIES

Service is Our Nature

500 SE Fourth Street • Grand Rapids, Minnesota 55744

POSITION TITLE: Information Systems Analyst (Systems Emphasis)

DEPARTMENT: Information Systems (IS)

FLSA STATUS: Non-Exempt

DATE: December 2023

ACCOUNTABLE TO: Information Systems Manager

Primary Objective of Position:

Under general supervision, this position is responsible for providing skilled, non-routine advanced technical services in electronic data processing to support program and/or administrative goals and objectives by operating computers and peripheral equipment, monitoring/directing information systems operations for complex jobs and inspecting systems output for quality and completeness.

Major Areas of Accountability and Job Duties:

Electronic data processing and administration for the City of Grand Rapids and Grand Rapids Public Utilities Information Systems (IS) to include, but not limited to, management, maintenance, and advancement of IS and applications. Work directly with department heads, managers, and coworkers to develop improved workflow solutions, training, and procedural manuals. Provide training and support to staff for IS-related applications. Assist with management of user groups and roles.

Database administration to include, but not limited to, asset management, permitting, work order processing, OMS, AMI, utility locate ticket management, ERP software, and records retention. Provide support utilizing programming languages to include, but not limited to, JavaScript, CSS, HTML, SQL, Arcade, and Python.

Provide support by generating software related reports and reporting.

Present technical documentation, information and proposals.

Provide exceptional customer service to fellow employees, customers, and contractors and make decisions that are always in the best interest of the Utility and City.

Understand and comply with all workplace safety practices.

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

Minimum Qualifications:

A 2-year Associates degree in Geography and Geographic Information Systems (GIS), Management Information Systems (MIS), or Information Technology (IT) related coursework. An equivalent combination of education and related experience may be considered.

High school graduate or possess a GED equivalent.

Valid Class D driver's license in the State of Minnesota, or the ability to obtain upon hire.

Preferred Qualifications:

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 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 the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment contract between the employer and the 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: December 13, 2023.