



**Position Brief**  
**Chief Information Officer**  
**LIPA (Long Island Power Authority)**

**COMPANY OVERVIEW**

LIPA was established in 1986 as a corporate municipal instrumentality of the State of New York under the Long Island Power Authority Act (the LIPA Act). In 1998, the Authority became the retail supplier of electric service in most of Nassau and Suffolk Counties and the Rockaway Peninsula of Queens by acquiring the Long Island Lighting Company (LILCO). LIPA's assets currently consist of a transmission and distribution system that is used to serve approximately 1.4 million customers in an approximately 1,230 square mile service territory

**COMPANY CULTURE**

**Service: our work is service. Everything we do is for the benefit of our customers**

- Filter all our actions and decisions through the lens of putting our customers first.
- Demonstrate high ethical standards.

**Collaboration: operate as one LIPA team. Everyone is included**

- Everyone knows the plan, the status, and the areas we need to work on together.
- Communicate fiercely. Be open, honest, candid, and transparent. No surprises.
- Assume positive intent. We are all here to perform and grow.
- Bring a “find-the-way” attitude to the problem.
- Respect, listen, help, and appreciate each other.
- Give and seek constructive feedback often. Feedback is our fuel.
- Have fun – enjoy the journey and each other.

**Excellence: one plan, with relentless implementation. Clear performance goals**

- Be accountable. Deliver on your responsibilities and commitments.
- Expect the unexpected and expect to deal with it.
- Facts and data support our conclusions.
- Make clarity your responsibility. If you aren't clear, ask questions.
- Work with purpose. Know why we do what we do.
- Do great work. Never settle. If there is a better way, find it.

## **JOB SUMMARY**

The Chief Information Officer (CIO) will be responsible for complete oversight of planning, managing and operating our information technology systems to drive efficiency, excellence, and innovation. This position involves overseeing functional and technical implementation teams and supporting various enterprise system implementation initiatives. The successful candidate will be a driving force in building a culture of excellence, customer service, and continuous improvement.

## **KEY DUTIES AND RESPONSIBILITIES**

- Providing end-to-end oversight and management of our IT service delivery function.
- Ensure the protection of LIPA's information and computing assets through a NIST Cyber Security Framework, and utilizing people, processes, and technologies that evolve to address new and emerging threats.
- Develop long-term plans and associated budgets for future technology needs of the organization.
- Direct and organize the implementation of new business applications and computing infrastructure.
- Assist LIPA's departments with creative IT solutions that enable near real-time access to and monitoring of Service Provider's operational and financial information for the conduct of LIPA's oversight role, including data analytics and data warehouse solutions.
- Identifying and implementing initiatives to enhance technology services for customers, employees, and stakeholders.
- Monitor technology trends to identify and implement innovative technologies that enable LIPA to improve its business processes and reduce cost.
- Create, maintain and enforce written policies and procedures regarding all IS&T operations throughout LIPA.
- Create and execute an annual compliance schedule including inventory reviews, compliance tests and disposition of assets.
- Evaluate new equipment, software, and processes continuously, recommend changes as appropriate and supervise their installation.
- Supervise LIPA's IT staff in their performance of work to carry out these responsibilities.

**For LIPA's service provider's operation, provide oversight and independent verification and validation of:**

- Development of the service provider's strategic plan for the information technology assets used to serve LIPA.
- The viability and sustainability of the technologies, software products and vendors selected by the service provider, including monitoring technology trends within the electric utility industry and their application by the service provider.
- Development of the annual information technology plan and budget and its alignment with the strategic plan.
- Adequacy of the information technology assets to effectively support the business processes managed by the service provider.

- Project plans for major information technology projects including the costs, schedules, and assumptions for the projects.
- Execution of major IT projects.
- Protection of customer and employee data in compliance with NY State Laws and regulations.
- Cyber security risk profile and program execution.
- Compliance with NERC CIP requirements (collaborating with the SVP, T&D)
- Service Provider's compliance with the Operations Services Agreement, including performance standards and intellectual property rights.

**Team Management:**

- Sets objectives and establishes work plans; manages the performance of direct reports, including overseeing, monitoring, and guiding work plan and job functions; provides ongoing performance feedback to direct reports; identifies and monitors employee development. Assigns and manages activities and projects and ensures timely delivery and work product quality.

**QUALIFICATIONS AND SKILLS REQUIREMENTS**

- Experience and background in managing electric utility operations, such as customer service, transmission and distribution or support services.
- Demonstrated expertise in applying analytical tools, methodologies, and frameworks to business or policy issues in the electric and natural gas industries.
- Ability to analyze processes and data related to service provider's performance and identify key trends and anomalies.
- Ability to communicate effectively with senior staff and the Board of Trustees on matters related to the service provider's performance.
- Excellent oral and written communication skills, including communicating with technical and managerial audiences.
- Adaptable to changing business conditions and ambiguity.
- Demonstrated ability to work independently as well as build consensus and support teams in a collaborative manner.
- Excellent organizational and project management skills with the ability to work on multiple projects simultaneously with attention to detail for timely and accurate completion.
- Advanced skills with Microsoft business suite including word processing, spreadsheets, statistical, and database applications are required. Familiarity with SAP is a plus.
- Leadership skills with the ability to develop and mentor others.

- Strategic thinking skills and ability to drive strategic direction.
- Effective decision-making skills.
- Exhibits high ethical standards, expert judgement, and strong business acumen.

### **PROFESSIONAL EXPERIENCE & QUALIFICATIONS/EDUCATION**

- Bachelor's degree in business management, Computer Science, or related discipline.
- 15+ years of progressively responsible professional IT experience, including 10 years in a senior leadership technology operations role in the utility industry.
- Ten (10) years of management experience.
- Five (5) years of executive management experience.
- Experience working with Boards.
- Demonstrated success in managing large, complex technology implementation projects, with contracts, vendors, and organizations.
- Excellent verbal and written communication skills; ability to communicate effectively to a variety of audiences.

**Salary Range: \$250,000 - \$300,000**

### **WORK ENVIRONMENT**

LIPA is an in-office company that permits employees to work in accordance with our remote work policy. All employees are required to report in-person to the Uniondale office or another site, for storm oversight assignment or business continuity purposes. All employees are required to work in-office on designated days that are announced in advance. They may also be required to work in-office as necessary. All employees are responsible for the culture that supports diversity, equity, and inclusion. All employees are responsible for safety at LIPA.

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