POSITION:	Business Relationship Manager	**DEPARTMENT:**	Information Technology
CODE:	2168	**GRADE:**	122N
FLSA:	Exempt	**DATE:**	3/2018; rev 7/2019

POSITION SUMMARY:

The Business Relationship Manager (BRM) will work as the strategic interface and trusted advisor between the business and IT in an effort to deliver technology solutions that align with the businesses strategic initiatives and goals. The BRM will be responsible for cultivating strong relationships and understanding the business value of new IT requests. Position receives general direction and supervision from the Director (Information Technology). Work of this class involves supervisory duties and responsibilities.

ESSENTIAL DUTIES:

1. Performs technical, administrative and supervisory work in planning, organizing and the integration of cross-functional information technology projects to develop and deliver information technology products, services, and systems for departments.
2. Facilitates, coordinates, and guides projects from development through implementation; principal point of contact for projects.
3. Advises business partners on technical implications and solution options.
4. Manages the day-to-day activities of the BRM team and Help Desk.
5. Assists with budget planning and operating within the approved budget.
6. Review and provide first level approvals in ERP System.
7. Oversees and ownership of the enterprise database environment.
8. Change Advisory Board member and enforcer of compliance with Change Management Process; coordinates the Problem Management Board meetings and ensures compliance with standards.
9. Oversees the functionality and solution to problems with enterprise applications.
10. Oversees support on all AV equipment and provides vendor management.
11. Provides oversight of all Unified Communication systems and Websites.
12. Ensures operational functionality of the county wide enterprise document management system.
13. Supervises function and personnel responsible for endpoint management and delivery.
14. Maintains functionality of Help Desk and ensures appropriate and timely customer response; assists users with questions and provides training, where required.
15. Reviews, evaluates and recommends vendors to provide services outside the scope of the position; performs vendor management and follows procurement processes.
16. Identifies and recommends new technology to provide successful solutions to increase effective operations; reviews and evaluates project requests to determine feasibility; assesses hardware requirements for implementation.
17. Hires, trains, evaluates, and disciplines staff.
18. Plans and oversees the development and implementation of standards, policies, and procedures to ensure effective operation and compliance with department, county, state, and federal requirements.
19. Coordinates the deployment of equipment and determines appropriate equipment and ensures efficient distribution and configuration of equipment.
20. Assists Director (Information Technology) with administrative, organizational, management, strategic planning and budget formation.
21. Ownership of IT service delivery and associated key performance indicators.
22. Perform project management duties.
23. Provide input into strategic vision and priorities.
24. Identify and remediate risks.
25. Performs all other duties and related work as required.

KNOWLEDGE, SKILLS, and ABILITIES:

1. Knowledge of applicable computer systems and applications with ability to configure, install, maintain, and troubleshoot.
2. Ability to plan and organize work schedules to maintain productivity and customer satisfaction.
3. Ability to develop and maintain a comprehensive database organizing a stable and consistent network environment.

4. Ability to communicate effectively with a wide variety of individual, both orally and in writing.
5. Ability to provide excellent customer service.
6. Knowledge of technical information systems to manage a variety of complex and challenging information technology projects.
7. Ability to coordinate, direct and oversee project teams, assign responsibilities, and define project and program implementation schedule; plans and oversees dissemination of project schedule, deliverables, goals, and milestones.
8. Knowledge of risk mitigation and contingency planning.
9. Demonstrate leadership, organizational, presentation, and customer service skills.
10. Ability to plan, schedule, coordinate, and supervise work of technical personnel.
11. Strategic agility and collaborating, can anticipate future business needs and has broad knowledge of the business unit.

EDUCATION and EXPERIENCE:

Education: Bachelor's degree in business administration, CIS/management information systems, or related field.

Experience: Five (5) to seven (7) years' experience in systems administration, with knowledge of systems administration and network (LAN/WAN) environments and/or systems; three (3) to five (5) years' supervisory experience.

Equivalency: An equivalent combination of education and experience can be substituted.

CERTIFICATES, LICENSES AND REGISTRATIONS:
1. Valid Class "C" non-commercial driver's license.
2. Microsoft certification with SQL concentration
3. CAPM, PMI, HDI, BRM, ITIL, or VoIP certifications preferred.
4. Certification requirements subject to change and must maintain consistent with industry standards.

PROBATIONARY PERIOD:

Individuals appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

PHYSICAL and ENVIRONMENTAL CONDITIONS:

Work demands occasional strenuous effort, such as handling moderately heavy boxes, tools, equipment, or other materials; walking or climbing over uneven surfaces; and sitting/standing in fixed position for extended periods of time.

CONDITIONS OF EMPLOYMENT:
1. Prior to appointment, employees are subject to pre-employment medical history review and drug testing, extensive background investigation, including but not limited to reference checking, and driving history, and an evaluation of training or experience.
2. Extensive criminal history background, which requires CJIS and NCIS clearance.
3. Employees in this classification are essential as defined by the County's Personnel Policies and Procedures Manual and are required to report to work during inclement weather or other designated emergencies.

OTHER INFORMATION:
1. This is a full time, exempt position.
2. Work is normally performed Monday through Friday during normal business hours, however may require alternate work hours 24 hours a day, seven (7) days a week.
3. Position is benefit eligible.

The above job description is not intended as, nor should it be constructed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.