Position Title: IS Enterprise Technical Services – Consultant
Working Title: *Business Relationship Manager*

This position reports to the Director of Technical Architecture & Project Management with a dotted line report to the Division Administrator and Deputy Division Administrator. The position serves as a liaison between Agencies and the Department of Administration/Division of Enterprise Technology (DOA/DET), as well as maintaining the quality of production Enterprise IT services. The individual in this position works directly with Agency business and IT managers to understand the Agency business needs and serve as their primary contact to assist in selecting appropriate Enterprise IT services to achieve their business goals.

The individual in this position requires a strong customer focus, sound organizational and project management skills, knowledge of ITIL Framework concepts, and the ability to lead multidisciplinary teams to support robust IT services for the Enterprise. This position is responsible for ensuring customer focused service delivery and requires the ability to work with Agency IT staff, business customers and internal Enterprise technical staff. Another key skill is the ability to listen for and act upon service improvement opportunities and to assist the Agency customers in navigating the DET organization. The Business Relationship Manager (BRM) must stay abreast of Enterprise organizational changes, IT service changes, support processes and understand the integration of the technologies.

Business Relationship Managers provide advanced support to Agencies in the use of Enterprise services. They act as a direct link to DET technical teams and assist in providing direction on issue resolution and have delegated authority to create technical action teams for troubleshooting or to assist in the delivery of production services. In many cases a specific technical action team may be drawn from multiple IT functions, therefore it is critical that the BRMs have strong influencing, communication and leadership skills in a matrix management environment.

The BRM must maintain the ability to effectively engage and communicate with diverse audiences including executive management and organizational leadership, IT technical staff, IT vendors and business representatives.

50% **A. Provide Enterprise IT Service Delivery and Support**

A1. Serve as the primary account and relationship contact for the Agency.

A2. Assist the Agencies to navigate technology, licensing, security and service delivery topics through the Enterprise IT organization. These include areas such as security, applications development, technical architecture, operations, print/mail, telecom, and GIS.

A3. Lead teams comprised of Agency and Enterprise staff to resolve customer issues.

A4. Work with Enterprise support staff to ensure standard service and support processes are adhered to. Facilitate sessions in process validation when changes are required to improve customer service practices.

A5. Identify gaps in Enterprise policies and/or procedures as related to the provision of Enterprise services. Formulate and recommend Enterprise procedures to be implemented to resolve identified gaps.

A6. Provide input for prioritizing Enterprise initiatives, projects and changes to ensure Agency business needs are met within required timeframes.

A7. Facilitate Enterprise consulting services to assist Agencies in developing project plans and evaluating budget impact for IT initiatives that may affect Agency business operations.

A8. Upon Agency request, facilitate the review of Agency IT service costs, including service offering rates, biennial decision items and special budgetary requests with DET Business Services.

30% **B. Work with Agencies to develop technology solutions based on their Agency business plans.**

B1. Possess a thorough understanding of all Enterprise services, as well as an advanced understanding of the technology infrastructure that supports Agency business applications.

B2. Identify customer issues and concerns and lead teams comprised of Agency and Enterprise staff to resolve those issues.

B3. Understand the Agency mission and goals related to IT. Provide system analysis to align Agency business solutions with Enterprise service offerings and support.

B4. Communicate and represent the Agency business goals and initiatives to DET technical staff as they engage in actions such as solution design or Enterprise architecture planning or service modifications.

B5. Review the annual Agency IT Plans and determine the association to the existing service catalog or opportunities for new Enterprise services.

B6. Work with Agencies to inform and quantify IT service costs using the Enterprise service costing model.

15% **C. Participate in managing service lifecycles, new and changing technologies and service offerings.**

C1. Communicate the Enterprise strategic goals and principles to Agencies.

C2. Provide Agency input and perspective into the management and development of the Enterprise service catalog and Enterprise strategic plan.

C3. Work with the Enterprise IT service team members to ensure that the features and functions of the offered services continue to meet the current and anticipated needs of customers.

C4. Understand and participate as necessary in the various customer advisory or governance forums to maintain current knowledge of those related services.

5% **D. Develop professional skills and other duties as assigned.**

D1. As outlined in annual training plan, attend training classes and overview sessions.

D2. Develop up to date knowledge by reading information systems publications.

D3. Other duties as assigned.

Knowledge and skills required:

1. Extensive knowledge of relationship management, service delivery practices, project management and planning
2. Considerable knowledge of business process improvement techniques
3. Considerable knowledge of IT systems and management
4. Strong ability to translate business needs into technical requirements
5. Strong understanding of IT concepts, technologies and how they relate to Enterprise services
6. Considerable knowledge of department programs and responsibilities, including existing IT services portfolio and supported technologies
7. Knowledge of the ITIL framework service support processes
8. Ability to communicate effectively with all levels of a diverse environment, including senior management, administrative groups and technicians
9. Excellent written and presentation skills, including the ability to make technology understandable to end-users and Enterprise decision makers
10. Experience leading and working effectively in an environment with rapidly shifting and at times contradictory demands and priorities
11. Research and analytical skills sufficient to analyze problems in a multi-faceted way and develop and participate in implementing innovative solutions