



COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Business Relationship Manager	Reports to: Director of Information Technology (IT)
Department: Office of the CAO – County Clerk's Office, IT Division	Positions Supervised: 0
Effective: February 2019	Revised: June 2021

BASIC FUNCTION:

As a member of the IT leadership team, the Business Relationship Manager (BRM) acts as a strategic advisor for their assigned County Departments. This position provides advice and guidance regarding technology and manages the portfolio of all related opportunities to support and enable the goals of the organization.

PRINCIPAL RESPONSIBILITIES:

Reporting to the Director of IT, the Business Relationship Manager has the following duties and responsibilities:

- Build and maintain strong strategic and collaborative relationships between the assigned County Departments, IT service owners, and external partners.
- Act as a trusted advisor to the assigned County Departments with respect to IT services and technology; this includes: identifying opportunities to connect clients with new (or existing) technology; researching and assessing solutions, services and external partners; making recommendations and assisting with implementation.
- Lead strategy and planning meetings with the client departments, IT, and external partners with the goal of developing capabilities, technology roadmaps and project plans.
- Develops business cases, budgets, cost estimates and project proposals for senior management review, approval and prioritization.
- Negotiate contracts and agreements for products and services; assist with the development and review of statements of work from external partners.
- Assist client departments with the preparation of annual operating and capital budgets related to technology and computer replacements.
- Measure and communicate the Department's expectations and satisfaction with respect to IT services and capabilities.
- Consult with IT service owners to plan, develop and monitor the adoption of new IT services and solutions.
- Ensure that IT project teams are providing regular communication regarding the project status, issues and changes; and that solutions are delivering expected outcomes.
- Participate and contribute to IT and department leadership meetings.

- Promote, advocate and communicate the department's plans and priorities within IT.
- Communicate and promote IT plans, policies, and procedures within the County Departments.
- Continuously build knowledge and awareness of industry trends and digital advances as that related to department needs and opportunities.
- Manage the expectations of multiple stakeholders.
- Act as a Project Manager when required.
- Act as a Business Systems Analyst when required
- Perform other duties as assigned.

PROBLEM SOLVING RESPONSIBILITIES:

- Required to develop unique, creative approaches to a wide variety of issues while being sensitive to political and organizational climate.
- Must be able to work on complex problems that require new and unique approaches.
- Provides visionary thinking, marrying future technologies to identified or anticipated needs.
- Must be able to balance relevant policies, principles and goals when making recommendations.
- Must also be aware of the impact of these recommendations to the department and the organization as a whole. Errors in judgement may be serious or costly to remediate.
- Must be able to problem solve and prioritize in high-pressure situations.
- Must continually and proactively learn on the job to keep pace with technology and industry changes.

CONTACTS:

- Internal: Department Heads, Department Managers, Staff, IT
- External: Hardware and software partners, other municipalities and government agencies.

MINIMUM QUALIFICATIONS:

- Four year university degree in computer science, business or a related field.
- Minimum five years of experience or equivalent in IT, including project management and business analysis.
- Business Relationship Management Professional (BRMP) or Certified Business Relationship Manager (CBRM) preferred.
- Prosci Change Practitioner, Project Management Professional (PMP) and / or Certified Associate Project Management Professional (CAPM) certification would be an asset.
- Ability to work with limited management direction.
- Strong leadership and negotiation skills.
- Excellent project management skills.

- Excellent written and oral communication skills, and excellent listening and interpersonal skills.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.

SKILLS AND COMPETENCIES:

- Relationship building - ability to listen, and build rapport/credibility as a strategic partner with both leadership and functional teams.
- Strategic thinking - ability to generate new idea, develop a vision for the future, and map to both short and long term plans.
- Ability to influence others, using personal rather than positional power.
- Exceptional ability to lead change using positive and collaborative methods.
- Highly developed communication skills.
- Highly motivated and self-directed. Able to effectively prioritize and execute while under pressure.
- Strong customer service orientation. Experience working in a team-oriented, collaborative environment.
- Able to work well with personnel of differing levels of computer experience.

OTHER:

- Position will be based at the Administration Centre in Guelph.
- Some travel to various locations throughout the County required.
- Regular work week – 35 hours per week. Some overtime will be required.