

THE CORPORATION OF THE COUNTY OF WELLINGTON

Office of the CAO
Information Technology Division

Requires a
Business Relationship Manager

This position focuses on delivering value to the organization through the efficient use of IT services, and is responsible for managing the relationship between IT and the assigned County Departments.

The minimum qualifications for this position include:

- 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.
- 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.

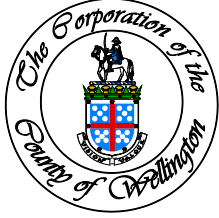
This position offers a comprehensive benefit package and a salary range of: \$77,186.20 to \$90,235.60 (2019 Non Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #022-19 by Tuesday, February 19 at 4:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Business Relationship Manager	Reports to: Director of Information Technology (IT)
Department: Office of the CAO - Clerk's	Positions Supervised: None
Effective: February 2018	Revised:

BASIC FUNCTION:

This position focuses on delivering value to the organization through the efficient use of IT services, and is responsible for managing the relationship between IT and the assigned County Departments.

PRINCIPAL RESPONSIBILITIES:

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

- Build and maintain strong, collaborative relationships between the assigned departments, IT, and external partners.
- Continually look for opportunities to connect County staff with partners and technology to improve operational efficiencies and / or service delivery.
- Has a clear understanding of the department's plans and priorities, and communicates them to IT.
- Understand and communicate the IT policies, procedures and technology roadmaps to the department.
- Act as a central point of contact within IT; they will advocate for new services and solutions that may be required; and ensure effective communication when there are major issues with any aspect of IT service delivery.
- Provide advice and direction to staff regarding the acquisition, implementation, and use of IT solutions.
- Lead planning and strategy meetings with the department (and vendors when appropriate) with the goal of developing technology roadmaps.
- Participate and contribute to IT and department leadership meetings when appropriate.
- Develop and document RFPs and business requirements documents.
- Prepare budgets, cost estimates and project proposals (Objective Statements) for senior management review, approval and prioritization.

- Work with project teams and other stakeholders to ensure that requirements are well understood.
- Follow up with departments post implementation to ensure that solutions are fully utilized and delivering expected outcomes.
- May be required to manage multiple complex projects at the same time.
- Perform other duties as assigned.

PROBLEM SOLVING RESPONSIBILITIES:

- Required to develop unique, creative approaches to a wide variety of departmental 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 in high-pressure situations.
- Must continually 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.
- 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:

- 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.
- Some overtime will be required.
- Regular work week – 35 hours per week.