

As the Business Transformation and Performance Manager, you will manage the day-to-day Workday requirements and manage semi-annual updates and releases.

JOB PROFILE SUMMARY

- Business Transformation and Performance Manager
- Works under the general supervision of the Deputy Vice President for Strategy and Business Transformation and Performance.
- Serves in the Office of Strategy and Business Transformation and Performance in the Headquarters Office.

Through a team of Business System Analysts, develops and maintains system scopes, objectives, requirements, project plans, release plans, and semi-annual release of Workday updates. Identifies and resolves configuration modifications and other concerns. Manages the delivery of solutions and supports change management process initiatives utilizing Workday. Performs related functions.

GENERAL RESPONSIBILITIES

- Manages the day-to-day requirements of Workday, coordinating and tracking issues, problems and their resolutions. Leads daily activities of team, ensuring completion of work according to scheduled plans; ensures quality standards and team objectives are met.
- Develops, manages, and oversees system and functional requirements, acceptance criteria, technical issues and bug prioritization throughout the project management life cycle.
- Executes as directed the conditions and standards established in the Workday Governance Charter.
- Manages Workday update process and semi-annual releases of system upgrades including coordination, review and retention of detailed Workday roadmaps for each update.
- Leads multiple project planning activities, including the testing and delivery of each bi-annual upgrade and each business process transformation.
- Analyzes sophisticated business, technical and data problems, and concludes and documents the problems and resolutions according to design and system specifications. As required, coordinates with Office of Technology.
- Coordinates with the appropriate Enterprise Architecture (EA) team to ensure that standards are developed and adopted in the delivery of the Workday technology updates and are adhered to by associated contractors and vendors.
- Tests plans to ensure efficiency, quality, and consistency of the finished product(s); performs reviews and works with Functional Leads to minimize disruption due to implementing Workday upgrades.
- Collaborates with department subject matter experts (SMEs) and others in change management processes to ensure optimum utilization of Workday functionality.
- Guides design, build and testing support for system upgrades, enhancements and additions, and ensures system optimization.
- Performs other duties as assigned.

QUALIFICATIONS

- Ten years of progressively responsible experience in enterprise systems management including:
 - pre-project and program planning;
 - project and program management;
 - change management; and
 - applying technology management concepts to improve organizational business processes.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of and ability to implement Workday and SaaS technologies.
 2. Comprehensive knowledge and ability to apply business processes, business analysis, and project delivery methodologies to execute major technology projects and analyze complex business and technical processes and problems.
 3. Knowledge of and ability to manage system and functional requirements and acceptance criteria, task, issue and bug prioritization.
 4. Knowledge of and skill in maintaining project plan and status throughout the project management life cycle and to ensure all work is completed according to scheduled plans and quality standards.
 5. Knowledge of supervisory principles and ability to supervise the operations and programs of the unit/team.
 6. Ability to perform complex analyses of data and information and make recommendations.
- Ability to speak and write effectively, with emphasis on communicating technical issues to nontechnical audiences.

PREFERRED QUALIFICATIONS

- Experience with Workday and/or SaaS technologies.
- Project Management Professional (PMP), and/or Agile Certified Practitioner (ACP).

EDUCATION

- A Bachelor's Degree in Business Administration, Human Resources, Finance, or related field, or an equivalent combination of education, experience and training that totals four years.
- A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of ten years of experience. For example, a Master's Degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

- None.

NECESSARY SPECIAL FACTORS

- Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.