

As the IT Business Relationships Manager, you will provide strategic support to coordinate enterprise-wide IT/Technology initiatives and align with strategic business goals.

JOB DESCRIPTION

- IT Business Relationships Manager
- Works under the general supervision of the Deputy Chief Information Officer, Technology Program Support and Business Relationships.
- Serves in the Technology Program Support and Business Relationships Department in the Office of Technology at the Corporate Office Building.

Provides strategic support in the coordination of IT initiatives throughout the Airports Authority by working as a liaison between business areas and their respective executive stakeholders to ensure business strategies are aligned with IT solutions. Performs related functions.

GENERAL RESPONSIBILITIES

- Establishes strategic relationships with Airports Authority business areas and their stakeholders. Facilitates technical discussions with non-technical audiences to develop and sell business cases, and ultimately assist in the creation of innovative IT solutions.
- Advocates the IT vision to non-technical audiences and manages stakeholder expectations by addressing concerns and keeping them informed of updates in a timely manner.
- Assists in the identification/evaluation/prioritization of IT/Technology Capital Investments (Investments). Ensures Investments are aligned and integrated into the Airports Authority's strategic plan and objectives/activities of major business units. Prepares formal briefings for senior personnel to gain approval for Investment strategies.
- Collaborates with Chief Information Officer (CIO) in prioritizing IT/Technical initiatives. Communicates priorities to key stakeholders. May analyze technology trends to determine relevance and makes recommendations to the CIO on new opportunities.
- Provides thought leadership/strategic direction to business areas to meet business challenges. Leads stakeholder meetings to generate ideas; applies forward thinking recommendations supporting business areas' desired future state.
- Works with business areas to develop business cases and proposals that illustrate the value of proposed solutions to persuade decision makers to approve proposed solutions.
- Manages a quality review and feedback program to assess whether IT/Technical services provided have met stakeholder expectations and needs.
- Performs other duties as assigned.

QUALIFICATIONS

1. Eight years of progressively responsible experience in IT business relationship management.

KNOWLEDE, SKILLS AND ABILITIES (KSAs)

1. Skill in analyzing technology and business trends and developing persuasive business cases to sell proposed technology solutions to key decision makers.

2. Knowledge of, and ability to apply, business relationship management principles to establish and maintain strategic business relationships.
3. Ability to provide thought leadership, subject matter expertise, and strategic direction to business areas operations (such as Human Resources, Operations, Public Communications, etc.), to improve and transform business capabilities through technology.
4. Ability to perform detailed analysis of data and information, with emphasis on developing actionable strategic plans.
5. Knowledge of supervisory principles and ability to manage the operations and programs of the unit/team.
6. Well-developed ability to speak and write effectively, with emphasis on persuasive techniques.
7. Skill in using a computer and modern office software, with emphasis on Enterprise system/ software, and special systems/software used in the department.

PREFERRED QUALIFICATIONS

1. Project Management Professional (PMP) or Program Management Professional (PgMP) certification issued by the Project Management Institute.

EDUCATION

1. A Bachelor's Degree in Information Technology, Business Administration 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 the eight years of experience. For example, a master's degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

1. A state driver's license in good standing.

NECESSARY SPECIAL FACTORS

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