

# The University of Texas at San Antonio

## *Job Description*

---

<b>Job Title:</b>	Business Relationship Manager
<b>Code:</b>	19840
<b>Salary Grade:</b>	61
<b>FLSA Status:</b>	Exempt
<b>Department/Division:</b>	UTS Strategic Services
<b>Reports To:</b>	Senior Associate Vice President for Information Management and Strategic Services

---

## *Summary*

### **Function:**

The Business Relationship Manager's role is to elicit, analyze, specify and validate the business needs of stakeholders, customers or end users.

### **Scope:**

Responsibilities include interviewing, gathering and compiling user requirements to understand the technology solutions needed. Partner with clients to make good technology decisions and ensure UTS understands the client's business requirements.

## *Duties*

### **Typical:**

1. Build strong, collaborative relationships with IT service owners, project sponsors and business clients; track client satisfaction; and develop applicable improvements.
2. Ensure effective and open communication occurs from service delivery to project delivery (e.g. planned downtime, changes, open tickets, service status); manage expectations of multiple business stakeholders; provide points of contact; and serve as a bridge between IT and the business.
3. Ownership of the UTS service catalog and using knowledge of the UTS service offerings to leverage existing IT solutions to offer innovative solutions to clients.
4. Identify user requirements via interviews, workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios and other methods.
5. Work collaboratively with clients to define and prioritize technology initiatives. Lead initiatives to assist clients in achieving business goals and objectives as well as creating business value.
6. Define and report key service metrics; act as an escalation point for major issues with aspects of service delivery; and work with service owners to develop and monitor service improvement plans.

7. Ensure project teams provide regular reports regarding project status, issues and changes to customers; and make certain project requirements are understood, documented and approved by all stakeholders.
8. Assist in developing an IT strategic plan/roadmap that maps to business strategies through an understanding of the client's needs. Provide clear communication regarding business project governance processes; assist clients in developing proposals and advance proposals through the project intake and assessment process.
9. Offer creative, innovative and strategic solutions to business challenges. Influence business and IT stakeholders to help clients achieve business objectives. Leverage existing relationships to influence decision makers to move forward with initiatives that will benefit both the department and the organization. Resolve issues and challenges such as differing agendas, awareness of bureaucratic implications and resistance to change.
10. Assist in conducting research on software and hardware products and participate in the QA of purchased solutions.
11. Perform other duties as assigned.

Periodic:

1. Occasional evening and weekend work to meet deadlines.

***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor's Degree from an accredited institution.	Bachelor's degree from an accredited institution in business administration, computer science, information technology, information systems or related field.
At the department's discretion, experience may substitute for education on a year-for-year basis.	Business Relationship Manager Professional Certification (BRMP) desirable. ITIL v4 Certification.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Strong customer service orientation.	N/A
Proven ability to communicate and explain complex issues in clear, concise, persuasive language both verbally and in writing.	
Thorough high-level understanding of IT services and technologies in use.	
Ability to understand client's major business activities and processes.	
Understanding of industry trends and competition.	
Criminal background check (CBC).	

### *Experience*

<b>Required</b>	<b>Preferred</b>
Three years of related work experience in Information Technology.	Two years of employment at the University of Texas at San Antonio (UTSA).
Experience working in a large, complex and customer-focused service delivery environment, in support of business strategy.	
Experience facilitating change management involving business processes and organizational change.	
Demonstrated knowledge of core IT business processes, operations and strategic use of technology to optimize business objectives.	
Experience working in a team-oriented, collaborative environment.	

### *Equipment*

<b>Required</b>	<b>Possible</b>
Knowledge of personal computers, Microsoft Office and standard office equipment.	N/A

### *Working Conditions*

<b>Usual</b>	<b>Special</b>
General office environment.	Occasional weekend and evening hours required.

### *Supervision*

<b>Received</b>	<b>Given</b>
General direction from assigned supervisor.	Direct supervision of assigned support staff and student staff.

### *Accuracy*

Proficiency in all assigned duties.
-------------------------------------

### *Security Sensitive*

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
---

*Internal Control*

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.