



**BUSINESS SYSTEMS MANAGER**

**Department: Planning and Public Works**  
**Job Class #: 635900**  
**Pay Range: Professional 11**

**FLSA: Exempt**  
**Represented: No**

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

**GENERAL FUNCTION:** The Business Systems Manager serves as a department division head and oversees a broad range of technical and comprehensive project management functions for a large department with multiple and diverse business interests. Duties include management of department wide technology functions and projects, supervision of multiple technology teams, direct and indirect supervision of staff, and development, implementation and administration of county-wide initiatives, regulations, plans and priority projects, strategic plans, contracts, and department programs.

**ESSENTIAL FUNCTIONS:**

- Oversee the planning, procurement, development and implementation of technology programs for multiple and diverse businesses within the Planning and Public Works Department.
- Oversee and determine processes to test, track, and troubleshoot multiple technology systems.
- Develop an advanced knowledge of the department's business functions, information needs, and workflow to plan, design, and propose changes/improvements.
- Determine complexity of projects and assign, review and approve the work of project teams and subordinate staff.
- Research and identify emerging technologies, industry trends and techniques. Review and determine the benefit and impact to the department's various business needs and processes and recommend implementing changes.
- Serve as the primary contact between Planning and Public Works and the Information Technology division of the Finance Department.
- Establish and monitor annual department technology work plans and deploy personnel consistent with various business needs, and division/department priorities.
- Work closely with Finance Administration in developing department/division annual budget, grant proposals, and responsible for the administration and allocation of funds within the appropriate budget areas including making decisions on budget matters, cost control and monitoring.
- Ensure effective communication with county departments and staff to facilitate and ensure adherence to policies and procedures.
- Manage, supervise and coordinate activities of a designated unit; determine work procedures, prepare work schedules and determine methods for expediting workflow.
- Assign, review and approve the work of subordinate staff; investigate grievances involving subordinates and recommend resolution; recommend hiring, promotional and disciplinary actions; approve leave requests and overtime; provide adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Ensure consistent interpretation and application of laws, rules, policies and procedures.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- Establish and maintain effective working relationships with County officials, employees and the general public.
- Participate in and support development, measurement and execution of the mission, goals, and objectives of the County, department, division and individual work groups.

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- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends and holidays.

**OTHER JOB FUNCTIONS:**

- Perform other job functions as assigned.

**SUPERVISION RECEIVED AND EXERCISED:**

An employee is expected to work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion for thoroughness, timeliness and compliance with regulations, policies and procedures. This position has full supervisory responsibility for both direct and indirect staff assigned. The employee manages professionals and administrative personnel and is responsible for overseeing on-the-job training and career development.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Business Systems Manager works in an office environment and may include occasional field visits. Travel to various work sites, businesses, and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing is required. There is some walking, sitting, bending/stooping, and pushing/pulling may be associated with the classification. Travel to various work sites throughout the region may be required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

- Principles and practices of public administration, organization, personnel management and modern supervisory practices.
- The multiple and varied business functions within the department and the applicable federal, state, and local laws, regulations, policies, and procedures associated with each business area.
- Research techniques and applicable industry trends.
- Project management, to include monitoring of progress, resolving issues, facilitating meetings, and establishing goals.
- Windows operating systems, common software applications, and database design.
- Email systems and Internet.
- Testing methodologies.
- Systems analysis.
- Computer networking.
- Dissemination of information to the public; internal and external communications techniques.
- Methods and procedures involved in budget preparation, justification and control.

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**Skill in:**

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Advanced project management.
- Identifying business workflow needs.
- Troubleshooting and investigating software problems and providing solutions.
- Testing new and modified applications.
- Group facilitation and strategic planning techniques.
- Advanced business analysis practices.
- Customer service, including handling sensitive and difficult issues with tact and patience.

**Ability to:**

- Plan, direct, and evaluate the work of subordinates.
- Plan, coordinate, and implement information technology projects.
- Supervise, assign work, track time, and evaluate work performance.
- Learn and troubleshoot internal software applications.
- Create/maintain training materials.
- Interpret and apply principles, guidelines, and concepts.
- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical, management and/or administrative nature in support of Department/County goals and objectives.
- Establish and maintain effective work relationships with elected officials, department heads, associates, and with the general public.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

**MINIMUM REQUIREMENTS TO APPLY:** Bachelor's degree in management information systems, business administration or related field; and, four years computer systems business analyst experience OR any equivalent combination of education and experience required. Two years supervisory experience required. A Masters' Degree is preferred.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** A valid Washington State driver's license is required or the ability to otherwise meet the travel requirements of the position. Ability to successfully complete all required background investigations. Must pass and maintain compliance with a background check that meets U.S. Department of Justice CJIS security policy.