 **IT Business Relationship Manager III Standard Job Description**

**Classification Title:** IT Business Relationship Manager III

**FLSA Exemption Status:** Exempt

**Pay Grade:** 71

**Job Description Summary:**

The IT Business Relationship Manager (BRM) III, under direction, is responsible for serving as a liaison between IT and department stakeholders. The BRM will work collaboratively with their assigned units to identify, develop and implement efficient and effective business practices throughout the IT Departments. Develop plans to address customer needs. BRM’s will continuously seek opportunities to identify and recommend better business practices to produce strong program results and meaningful outcomes to ensure that IT is meeting the needs and goals of the University.

**Essential Duties and Tasks:**

**40% Liaison and Relationship Management**

* Serves as a liaison between IT and department stakeholders.
* Develops and manages the relationship between the Division of IT and internal and external partners.
* Works closely with clients to understand business needs and explore opportunities for growth.
* Develops relationship plans and reports.

**20% Customer Satisfaction and Issue Resolution**

* Monitors customer satisfaction, understanding and relaying customer needs to the organization.
* Addresses customer issues and concerns in an accurate and timely manner.
* Develops plans to address customer needs.

**10% Project Coordination and Strategic Development**

* Assists Division of IT teams with project and initiative progress, including effective communication and risk management.
* Develops technology strategies for business units that align with overall business strategy.
* Works collaboratively with assigned units to implement efficient business practices.

**10% Training and Professional Development**

* Provides training to Division business partners on the use of technology services.
* Enhances and maintains knowledge in subject matters pertaining to both IT and the business to identify needs.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree or equivalent combination of education and experience.
* Six years of related experience

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively others.

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**