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

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

**FLSA Exemption Status:** Exempt

**Pay Grade:** 73

**Job Description Summary:**

The IT Business Relationship Manager (BRM) IV, 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. 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. Drives Service Level Agreement (SLA) negotiations to enhance value to the client business unit. Coaches, trains and mentors BRM team members.

**Essential Duties and Tasks:**

**35% Stakeholder Engagement and Relationship Management**

* Serves as a liaison between IT and department stakeholders.
* Enhances and continually develops relationships between IT and internal and external partners.
* Meets regularly with clients to understand business needs and explore opportunities for growth.
* Works collaboratively with assigned units to identify and implement efficient business practices.
* Represents the division at internal and external meetings, working groups, and discussions.

**15% Customer Satisfaction and Needs Assessment**

* Monitors customer satisfaction and relays customer needs to the organization.
* Addresses customer issues and concerns accurately and in a timely manner.
* Develops plans to address customer needs and improve satisfaction.

**10% Strategy Development and Implementation**

* Develops technology strategies for business units that align with overall business strategies.
* Manages the strategic relationship between the business relationship management function and partners.

**10% Project Monitoring and Communication**

* Works closely with IT teams to monitor project progress, ensuring effective communication and risk management.
* Champions a culture of shared ownership and organizational evolution.

**10% Training and Presentations**

* Plans, creates, and conducts presentations on technological trends and developments.
* Coaches, trains, and mentors team members in business relationship management.

**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
* Eight 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**