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

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

**FLSA Exemption Status:** Exempt

**Pay Grade:** 76

**Job Description Summary:**

The IT Business Relationship Manager (BRM) V, under direction, is responsible for serving as a liaison between IT and department stakeholders. The BRM meets with executives and leaders to build relationships between the Division of IT and its internal and external partners. Creates strategies, surveys, RSOAP’s for business partners. 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. Recruits, hires, and supervises business relationship management staff and coordinates work to support communication, training, and strategy objectives.

**Essential Duties and Tasks:**

**35% Stakeholder Engagement and Relationship Management**

* Serves as a liaison between IT and department stakeholders.
* Meets with executives and leaders to build relationships between IT and its internal and external partners.
* Meets regularly with clients to understand business needs and explore opportunities for growth.
* Encourages teamwork and collaboration to support departmental strategy and acts as a liaison between teams.

**20% Program Management and Oversight**

* Manages day-to-day activities of the Business Relationship Management Program to ensure it meets organizational goals.
* Recruits, hires, and supervises business relationship management staff to support communication and training objectives.

**10% Strategy Development and Implementation**

* Creates strategies and surveys for business partners.
* Provides input to senior management on medium- to long-term IT strategy to align services and operational goals.

**10% Training and Communication**

* Plans, creates, and conducts presentations on technological trends and developments.
* Establishes and maintains communication processes and channels across business functions.

**5% Ethical Standards and Team Culture**

* Enforces ethical, regulatory, and performance standards.
* Champions a culture of shared ownership and constant organizational evolution.
* Drives Service Level Agreement negotiations to enhance value to client business units.

**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.
* Ten 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**

[x]  **No**

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

[ ]  **Yes**

[x]  **No**