

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Business Applications Manager**
Dept.: **Information Technology Services**
Reports to: **Director of ITS**
Effective Date: **Revised January 2018**

Job Code: **20501**
Grade: **22, Non-represented**
FLSA Status: **Exempt**

General Position Summary:

This position develops and implements plans and programs that enable service delivery through the use of KCLS business application systems. Manages project portfolios and key projects surrounding the continuous improvement of business applications. The set of business systems managed includes, and is not limited to Integrated Library, Accounting/Finance, and HRIS. Works collaboratively with stakeholders at all levels to find innovative and operationally beneficial solutions. Plans, assigns and reviews the work of professional staff.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Supervises business application system staff including their selection, training and development, performance evaluation, disciplinary actions, managing and approving payroll time entries and leave requests, and other human resources issues.
2. Facilitates and develops program roadmaps of initiatives that supports KCLS strategic goals and measures. Implements a process for evaluating business value and prioritizing the portfolio of business application system projects and services.
3. Leads regular cross-functional program team meetings. Coordinates and facilitates planning, change, and key team activities ensuring team, program, business, and strategic objectives are met. Engages in business analysis and requirements definition efforts
4. Creates and maintains program plans, including Work Breakdown Structure (WBS), dependencies, milestones, and baselines. Communicates in a timely and effective manner to core and extended team members and management, including status reports, meeting minutes, action items, risks, and status vs. plan assessments.
5. Implements and monitors processes to ensure high quality and timely delivery of complex software projects by working closely with vendor and development teams.
6. Assesses and manages program risks, proactively addressing issues before they escalate.
7. Makes recommendations, plans for, and manages change surrounding the delivery and implementation of Information Technology business application products and services (new/improved system capabilities and related processes, application administration, database and reporting). Conducts program retrospectives. Monitors the overall health and satisfaction level with the KCLS business applications. Maintains a focus on quality, predictability, scalability, repeatability, operational efficiency, and customer satisfaction.
8. Manages user support and troubleshooting, input on business requirements, system & process

enhancement support and documentation, system maintenance, and partner training; oversees testing of new system functionality and QA for system fixes, enhancements, changes, and implementations.

9. Develops and manages assigned budgets and expenditures.
10. Researches vendors, evaluates products, and makes recommendations for contract bids.

Secondary Duties:

1. Engages personally in the hands-on quality control and implementation of specific system improvements as needed.
2. Regularly monitors service perceptions and satisfaction of staff and patrons.
3. Cooperatively and constructively contributes to ITS staff meetings and planning sessions.
4. Participates in activities such as committee work, training, staff meetings, etc.
5. Other related duties as assigned.

Core Competencies:

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Ethics, Values and Judgement

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

Professional and Technical Knowledge

Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

Coaching and Counseling

Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

Managerial Courage

Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

Communicates Effectively

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Building Effective Teams

Blends people into cohesive teams that apply their diverse skills and perspectives to achieve common goals; creates and supports strong morale and a healthy work environment.

Managing Change

Embraces organizational changes and their rationale, models behavior needed during improvements in organization's effectiveness, competitiveness, and public service delivery; manages own reactions and supports others in the process.

Vision and Strategic Thinking

Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Bachelor's degree from an accredited school with major in information systems or related field.
- Five to eight years of experience in project and/or program management of increasing complexity in an IT or business technology environment, with at least two years in a supervisory capacity and one year managing one or more business applications. An advanced degree may offset up to four years of experience.
- Program Management Professional (PgMP) or Project Management Professional (PMP) certification preferred.
- Experience in the business of libraries, a plus.
- Or any equivalent combination of education and experience that provides the knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

SPECIAL REQUIREMENTS

Valid Washington State Driver's License

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and keyboarding, this computer work may be repetitive up to occasionally. Constantly sits and will seldom stand or walk. Will frequently reach up to chest level with hands and arms to work at a desk. The employee will occasionally lift to 10 pounds and seldom up to 35 pounds and seldom push/pull carts using light force.

WORK ENVIRONMENT

Work is performed in a normal office environment yet requires travel to all KCLS facilities. Occasional emergency on-call status is present in the position.

Advancement Possibilities:

Other ITS classifications depending of education of experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR