

Los Alamos County

Job Description and Classification



LOS ALAMOS

JOB TITLE:	IM Business Manager
JOB CODE:	213
CLASSIFICATION:	Exempt
DEPARTMENT/DIVISION:	Administrative Services/Information Management
SUPERVISOR:	Chief Information Officer or designee

Position Summary:

Under the general supervision of the Department/Division Head or designee the Information Management (IM) Business Process Manager will be a critical strategic partner to the Chief Information Officer, driving operational excellence through innovative business process design and analysis, will devise and design business process requirement for IT-related business, financial, and operations systems. This role is pivotal in optimizing IT processes by researching, analyzing, monitoring and testing processes for improvement, enhancing organizational efficiency, collaborating with other departments and organizations, providing compliance with local and state policies, audits and governance guidelines. This individual will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments and to assist in planning, budgeting and developing technical scopes of work for new computing systems and technology-supported processes.

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities, duties, and skills required of personnel in this classification. Duties, responsibilities and activities may change at any time.

Essential Duties and Responsibilities:

Strategic Planning & Process Optimization

- Conducts in-depth analysis of existing business processes to identify improvement opportunities.
- Ensures alignment with organizational strategic goals and objectives while adhering to technology industry best practices
- Develops comprehensive process maps and models that enhance organizational effectiveness.
- Develops multi-year cost optimization plans for improved planning and budgeting of large projects.
- Collaborates with key stakeholders to align strategic systems goals with organizational goals and objectives
- Designs, tests and implements innovative procedures to streamline information flow, workflow architecture and operational efficiency.
- Collaborates with other departments, divisions, and other organizations to define business, financial, and operations requirements and systems goals.
- Liaises with various business groups in the organization to facilitate implementation of new or improved business processes.

Technology & Systems Management

- Participates in the planning and budgeting of new and enhanced applications.
- Conducts thorough research on software and hardware solutions to inform technology investments.
- Develops and maintains standardized processes that align with organizational goals and objectives.
- Facilitates cross-departmental communication and documentation to ensure smooth implementation of process improvements.

Project & Operational Leadership

- Develops, standardizes, and maintains new or improved processes based on findings and analysis.
- Communicates process changes, enhancements, and modifications via verbal or written documentation to management, peers, staff, and other employees to gain understanding on issues and solutions.
- Develops budgets and timeframes for process changes in support of the County's goals and objectives.
- Manages complex projects independently or through partnering with cross-functional teams and external organizations.
- Represents the organization in various internal and external committees, advisory boards and industry groups.
- Prepares detailed project scopes, technical specifications, and contract negotiations through cost optimization plans and assists in central procurement duties related to more complex technology purchases.
- Provides guidance on compliance organization wide as needed.
- Performs the business operations management tasks related to the Division/Department including management of County-wide cost allocations of central technology services and purchases, that may be subject to 2CFR200 or County indirect cost methodologies.

Minimum Qualifications:

- Bachelor's Degree from an accredited university in the field of business administration, computer science, finance, or management information systems.
- Five (5) years related work experience or equivalent combination of education and related work experience in information management processes and structure, budget preparation and analysis, contract management, public administration, data processing, finance/accounting, economics or related field.

Preferred Qualifications:

- Master's Degree from an accredited college or university in Business Administration, Finance, Public Administration, Computer Science, Management Information Systems, Economics or related field.
- Valid New Mexico driver's license.

- Experience in a lead or supervisory capacity.
- Supervisory experience.
- Public sector experience.

Knowledge, Skills, and Abilities:

- Manages projects or performs independently, through a committee or as a liaison to a department, division, advisory board, state and/or regional agency, outside vendor, or contractor.
- Knowledge of budget funding sources and local government.
- Advanced analytical, evaluative, Problem-solving, and objective critical thinking skills.
- Ability to provide technical guidance and leadership to professional personnel in area of expertise.
- Ability to analyze complex problems and take effective action, interpret operational needs, and develop integrated, creative solutions and situations.
- Ability to analyze the complex and long-range interrelations involved in financial planning for future development.
- Represent the County to committees, advisory boards, regional, state, and/or federal agencies.
- Manages more technical and complex programs or projects.
- Prepares scope of work and technical specification for proposed projects and negotiates contracts, as needed.
- Assists in determining staff responsibilities in the execution of programs; monitors the progress of staff members and provides a detailed review of work performed.
- Knowledge of finance, accounting, budgeting, cost control procedures, and contract management.
- Knowledge and understanding of integrated program planning, development, and administration within a public institution environment.
- Knowledge and understanding of the principles and processes of computerized business and operating systems.
- Knowledge and understanding of the principles and processes of continuous improvement and management analysis.
- Knowledge of the principles and practices of management, of the structure and processes of government, and of management support functions.
- Knowledge of interview techniques.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Skill in database management.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Skill in organizing resources and establishing priorities.
- Ability to develop and present educational programs and/or workshops.
- Ability to research, apply, manage, and complete reporting on grants, and administer overall grant management.
- Ability to gather data, compile information, and prepare reports.

- Ability to edit, organize and present clearly and concisely oral and written reports of findings and recommendations.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to communicate effectively, both orally and in writing, with a wide range of individuals and constituencies in a diverse community and the ability to make effective presentations.
- If supervising, ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to complete moderately complex administrative paperwork.
- Ability to use good judgment, analyze and solve problems and prepare reports.
- Ability to meet strict timelines.
- Advanced analytical, evaluative, and objective critical thinking skills.
- Ability to provide technical guidance and leadership to professional personnel in area of expertise.
- Ability to analyze complex problems and situations and take effective action.
- Business and technical requirements analysis
- Business process modeling and mapping
- Data modeling and reporting
- Project management
- Ability to work effectively in collaborative, team-oriented environments
- County Enterprise Resource Program
- Windows environment
- Spreadsheet and word processing software
- Advanced data analysis and reporting capabilities
- Strong understanding of integrated program planning and administration

Physical Demands:

While performing the duties of this job, the employee routinely sits, stands, walks, talks, and hears. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in a professional office environment with a moderate noise level. This position routinely uses standard office equipment such as computers, phones, and photocopiers. Evening, holiday, and weekend work outside of normal business hours may be required.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Approvals:

Department Director: _____ Date: _____
(signature)

Human Resources Manager: _____ Date: _____
(signature)

Reviewed:

Revised: