

## CITY OF HAMILTON

**CORPORATE SERVICES DEPARTMENT**  
**(INFORMATION TECHNOLOGY DIVISION – STRATEGY & ARCHITECTURE - LOCATION – 55 YORK BLVD., 6<sup>TH</sup>**  
**FLOOR)**

**BUSINESS RELATIONSHIP MANAGER**

**SUMMARY OF DUTIES**

Reporting to the Manager, Strategy & Architecture, the Business Relationship Manager (BRM) serves as a senior strategic liaison between Corporate IT and the business units and provides strong leadership and innovation to achieve business outcomes through strategic technology enablement and investments. The BRM is an embedded partner who is an advocate for the business, a value creator and trusted advisor to senior and departmental leadership teams. The BRM is a champion for business process and continuous improvement through performance measurement and will manage the expectations of business stakeholders and IT. The BRM will understand the business strategies and multiyear business plans of the business and ensure alignment with the IT Strategy and Roadmap.

**GENERAL DUTIES**

Establish and maintain strategic relationships with business departments and stakeholders to clearly understand their strategic direction, service delivery and processes and identify opportunities to apply the required IT services and technologies that will deliver business value and service delivery enhancements.

Provide supervision to IT staff responsible for the development and implementation of strategies, plans and roadmaps as prioritized by the business to ensure strong and consistent focus is maintain on achieving business outcomes and overall progress is maintained throughout the entire project lifecycle.

Complete performance evaluations for IT staff responsible for the delivery of initiatives prioritized by the business and aligned with the IT Strategy. Responsible for the performance management of staff including direction, coaching/mentoring, motivation, scheduling and confidential matters.

Responsible for recruiting, interviewing, orientation and training of staff to support the development and implementation of project portfolios and project execution.

Manage and maintain business relationships with the SLT and senior leadership of the user departments. Oversee and manage the alignment of the department multiyear business plan with the IT multiyear business plan.

Recommend cost-effective technology solutions that meet the business needs of the city, working collaboratively with the IT Leadership Team and decision makers in other departments.

Develop and implement supporting strategies, plans, milestones and roadmaps in collaboration with business and IT stakeholders.

Develop and manage project capital and identify impact to operating budgets for prioritized project portfolio initiatives.

Develop and maintain deep understanding and knowledge of the business and business processes in order to identify opportunities for improvement / transformation of service delivery through technology enablement.

Effectively communicate through defined communication plans on the status of IT service and project delivery.

Provide regular business and IT stakeholder communications regarding business unit activities, initiatives, pain points and opportunities for continual improvement. Develop and present council reports, presentations to SLT, DLT and other stakeholders as required.

Lead the development and ongoing evolution of the IT Strategy, focused on business stakeholder engagement, their departmental business strategies, constraints, drivers and needs.

Coordinate with the IT Leadership Team to effectively and efficiently utilize IT resources – including personnel and equipment – across the IT organization in alignment with department business plan and priorities.

Establish and maintain a technology portfolio for departmental leadership teams. Define and forecast the resource demands and costs to execute the portfolio initiatives.

Builds capabilities to effectively address the resource needs to meet current and future business and IT strategic needs. Performs corporate cultural analysis and develop change strategies that are flexible and adaptive in collaboration with the IT Leadership Team to support effective adoption of new infrastructure, applications, technologies and related processes

Establishes and manages delivery of quality services through the establishment and monitoring of Key Performance Indicators (KPI) for operations and for end-user service delivery.

Deliver performance management analysis to define key service metrics, dashboards and standards to measure, monitor and improve the performance of the technology portfolio / program and business outcomes.

Oversee and continually monitor the Service Level Agreement (SLA) between IT and the business.

Recommends action plans to Corporate IT and Departmental leadership teams to address deficiencies and enhance IT services.

Research, identify and recommend technology opportunities that will align to business strategic plans and goals. Conduct research to gather information and understand the industry trends, capabilities, competition and future direction.

Understand business requirements and identify how business needs can best be met through technology and champion business initiatives through the implementation of sustainable and innovative solutions aligned with the IT Strategy.

Work with Departmental Leadership teams to assess business unit readiness to successfully initiate and complete IT programs and projects. Champion change management activities associated with IT initiatives.

Regularly collaborate with peers and other IT staff to review technology portfolios and identify business requirements and/or solutions that may present opportunities for synergies and/or shared solutions.

Responsible for the preparation of RFPs, bid proposals, contracts, scope of work reports, and other documentation for Strategic Initiatives, projects and associated efforts.

Liaise with business, IT, vendors and suppliers in assessing applications and/or systems under consideration for procurement.

Serve as point of escalation to investigate concerns and complaints relating to IT processes and service delivery, documenting and reporting findings to senior leadership including recommendations for resolution.

Respond to changing business priorities, adapting portfolio plans and providing support and negotiate appropriate realignment of resources to meet these needs.

Collaborate and support IT and business staff in the development of high level feasibility plans (e.g. business requirements, enterprise architectures, solution options, sizing, sustainability) and supporting business cases.

Progress initiatives forward in accordance with accepted governance and intake processes.

Critically review the IT customer satisfaction survey and metrics developing specific action plans to improve IT services for departmental business leadership.

Stay current with emerging technologies and trends. Establish / maintain industry / municipal / vendor contacts as resources for information sharing, benchmarking and subject matter expertise.

Ensures that policy and procedures related to practices are implemented, adhered to and consistently reviewed and updated annually by management and staff. – moved up from qualifications below

Work in accordance with all City of Hamilton corporate and departmental policies.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton Corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Perform other duties as assigned which are directly related to the responsibilities of the position.

### **QUALIFICATIONS**

1. University Degree in field of Computer Science, Information Systems, or equivalent with ten (10) years of relevant experience in the field with demonstrated leadership capability.
2. Demonstrated progressive supervisory experience.
3. Demonstrated leadership and personnel/project management skills.
4. Knowledge of the City and IT departmental strategies, goals and objectives preferred
5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organization skills.
6. Strong client focus with demonstrated experience in partnering on a strategic level with senior business and IT stakeholders.
7. Excellent critical thinking, evaluation and analytical skills and the ability for visioning and strategic thinking.
8. Excellent negotiation and mediation skills. Demonstrated ability to manage expectations between IT and business stakeholders during planning and delivery of IT services.
9. Demonstrated experience in client focused IT roles delivering large scale / complex information technology programs and solutions resulting in successful business outcomes supported by objective performance measures.
10. Strong knowledge of application development lifecycles and supporting practices, including project management, architecture, change management, quality assurance, data analysis and business process analysis.

11. Demonstrated knowledge of system best practices and methodologies and experience with core business applications.
12. Demonstrated organizational and project management skills, ability to manage comprehensive portfolios and work with tight deadlines and multiple competing priorities.
13. Knowledge of applicable data privacy practices and regulations.
14. Experience with multi-platform environments and enterprise architectures.
15. Knowledge across multiple technology areas and business segments relevant to the City's strategic plan.
16. Good Knowledge of the ITIL standard.
17. Understanding of business concepts in a Municipal environment.
18. Strong presentation, investigative and problem-solving skills.
19. Ability to understand business and application processes and identify indicators of policy and performance adherence.
20. Ability to maintain good working relationships while providing objective review of performance and achievement of program goals, including insights into opportunities for improvement and lessons learned.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

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