About This Role: The Business Relationship Manager serves as a primary point of contact within an assigned divisional area for Information Technology. Working directly with departmental leadership and Information Technology teams to identify appropriate technology solutions to drive unit strategies and capabilities. In this highly collaborate role the BRM will act as a bridge between IT’s changing landscape and departmental technology needs to provide the best possible outcomes. Ability to break down complex technology and mature processes is critical to drive appropriate change options to support the University’s growth and mission.

Job Responsibilities:

Strategic Planning & Relationship Building

- Build strong, collaborative, and trusted relationship between Information Technology and University partners
- Map university divisional and departmental strategies and information technology capabilities to develop technology roadmaps and assist in planning transitions from current to future state
- Proactively advocate as a champion of change converging University strategic direction into departmental objectives supported by technology
- Collaborate to resolve issues such as differing agendas, priorities, resourcing, and change management challenges
- Build and maintain strong relationships and rapport with leadership, vendors, and information technology teams
- Establish communication cadence to ensure continuous improvement and resources are focused where needed based on stakeholder feedback
- Lead continuous improvement initiatives and assist in identifying best practices
- Identify potential critical gaps regarding technology driven projects and ensuring projects have appropriate resources aligned for successful implementation and adoption
- Engage in committees to represent digital initiatives and focus on projects objectives remain on track
- Ensure digital transformation initiatives are aligned with university strategy, priorities, and objectives

Service and Project Management

- Monitor portfolio application data and ensure product is performing as expected and meeting university needs and capabilities
• Ensure effective communication occurs related to service and project delivery and how changes may impact division or departmental operations
• Assist in establishing, monitoring, and communicating service level management levels for systems in assigned portfolio
• Regularly meet with stakeholders to ensure systems are supporting expected capabilities
• Lead discussions with assigned units to establish break fix, incident, and enhancement prioritization aligns with stakeholder needs.
• Escalate incidents and problems with appropriate operations team(s) and leadership to ensure prompt attention and resolution.
• Provide resourcing guidance to project teams in collaboration with IT Leadership and resource managers
• Assist Project Managers in identifying and scheduling project deliverables, milestones and supported activities

Professional Development and Growth

• Actively explore new and emerging technologies and how units are applying to better enhance productivity, decision making, and engagement across the University
• Participate in professional organizations to expand and build knowledge in BRM
• Assist in procurement process to support identifying appropriate technology solutions to meet unit needs
• Work with BRM team to ensure capabilities are maximized and aligned across University units

Why Join Us: Kansas State University offers a comprehensive benefits package that includes health insurance, life insurance, retirement plans, paid time off – vacation, sick, and holidays. To see what benefits are available, please visit: https://www.k-state.edu/hcs/benefits

We Support Diversity and Inclusion: Kansas State University embraces diversity and inclusion. The university actively seeks individuals who foster a collegial environment and cooperative interactions with coworkers, students, and others. The University is dedicated to promoting the Principles of Community.

What You’ll Need to Succeed: Minimum Qualifications:

• Bachelor’s degree from an accredited institution
  ○ Three or more years of relevant IT experience, including some combination of the following
    ▪ Experience bridging technology and business strategy methods and processes
    ▪ Providing high-level technology client services in a higher education or professional setting
    ▪ Recognized team leadership and group facilitation skills in complex situations
- Quick learner, able to come up to speed on IT systems and IT/business processes rapidly
- Implementing and refining processes and project/status dashboards
- Anticipate risks and mitigate in the moment
  - Strong interpersonal skills and demonstrated ability to work in a collaborative team environment
- Superb listener
- Demonstrated excellent written communication
- Master communicator – proven ability to effectively lead group collaboration in all forms steering committees, project chartering & kickoffs, stand ups, design sessions, brainstorms, problem solving etc...
- High level of energy, enthusiasm, and ability to be innovative and creative

**Preferred Qualifications:**
- Masters’ degree from an accredited institution
- Two or more years in higher education BRM role
- Experience navigating internal and state governance/oversight
- ITIL Foundations, Lead 6 Sigma, PMP, BRMP Certifications desired

**Other Requirements:**
- Applicants must be currently authorized to work in the United States at the time of employment.

**How to Apply:**
Please submit the following documents:
1. Cover letter
2. Resume
3. Three references with contact information

**Screening of Applications Begins:**
Immediately and continues until ?.

**Anticipated Hiring Pay Range:**
$ ?????

**Equal Employment Opportunity:**
Kansas State University is an Equal Opportunity Employer. All applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender, gender identity, age, national origin, disability or status as a protected veteran.

**Background Screening Statement:**
In connection with your application for employment, Kansas State University will procure a Background Screen on you as part of the process of considering your candidacy as an employee.