



Non-Bargaining Unit Job Posting

Post: Internal/External

DIVISION: Enterprise Information Management

DEPARTMENT: Information Technology

JOB TITLE: Manager, IT Applications/Enterprise Business Services

SALARY GRADE: IT, Grade 7

MAX # OF OPENINGS: 1

Summary of Duties:

The Applications/Enterprise Business Services Manager is responsible for the applications systems, people, and processes designed to create, store, analyze and report, distribute and disseminate information within HPN, HPN businesses, and the network of members to facilitate collaboration and effective business practices. The Manager has end-to-end functional responsibility for analysis, design, build, test, and deployment of enterprise-level solutions.

Essential Functions:

- Plans, implements and manages the software applications that support all stakeholders.
- As the leader for IT, stays current on technologies and industry best practices, and provides recommendations aligned with these practices.
- Responsible for end-to-end functional responsibility for analysis, design, build, test, and deployment of enterprise-level solutions reflecting our user-friendly design and high standards for stability.
- Champion initiatives that foster a data-driven and solutions-focused approach to business.
- Provide internal customer service around all applications, data, and IT needs.
- Play a lead role in ensuring that our applications, maintenance, warranties, and service level agreements (SLAs) are structured to meet the needs of our business units.
- Support the use of technology, provide effective IT systems, develop IS standards and policies, and provide technology solutions for BWL initiatives.
- Incorporate high security standards into every decision, ensuring compliance with industry standards around data security.
- Manage and mentor the IT team.
- Serve as business and technology solutions development specialist.
- Serve as a consultant to departments and businesses concerning business and technology solutions development theory and practice.
- Provide innovative, results-focused, information-based solutions to address complex cross-functional needs.
- Lead business and technology solutions development plans and schedules.
- Serve as key contact with external consultants and support providers (e.g., data management and analysis, CRM).
- Negotiate SLAs with vendors and service providers.
- Monitor service delivery to ensure targets and standards are met.
- Serve as internal authority for applications.
- Act as primary liaison and resource during implementations, integration, and for internal staff regarding use and standards.
- Coordinate and recommend application customizations and system enhancements.
- Lead IS efforts to facilitate data collection, analysis, and reporting to internal departments, BWL business units, including visual delivery of data.
- Partner with business units to plan the IS support of current and future applications and data initiatives.
- Complete other tasks as assigned.

Job Specifications:
• Knowledge
• Skills
• Abilities

Required: Bachelor's degree or equivalent in IT related field; 5+ years experience in application development, enterprise business services, COT's and cloud migration/transition/implementation experience.; 2+ industry certifications; departmental managerial experience (not project management); demonstrated experience finding and implementing solutions where none previously existed, ensuring solutions selected provide the most efficient cost/performance ratio.

Preferred: Private *and* public sector experience.

Physical Requirements:

Ability to retrieve data from computerized, typed and written sources. Ability to effectively communicate orally or in writing. Occasional walking, climbing over various terrains to inspect construction sites, facilities, etc. Moderate stooping, crouching and kneeling. The successful candidate must have reliable transportation to off-site meetings.

Working Conditions:

Normal office environment with periodic field exposure including possible exposure to dirt/dust, high noise, coal, fly ash, and asbestos.

To Apply:

Email application, resume and cover letter to bwjobs@lbwl.com with *IT Apps Manager* in the subject line, or mail to Human Resources, *Attn: IT Apps Manager*, P.O Box 13007, Lansing, MI 48901. **Position is open until filled.**

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