

City of Portland

**CLASS SPECIFICATION**  
**ENTERPRISE BUSINESS SOLUTIONS MANAGER**

**[CLASS CODE]**

**[ESTABLISHED DATE]**

**CLASSIFICATION SUMMARY**

Reports to an Information Systems Manager III, Director, or other executive-level position within the Bureau of Technology Services (BTS). Under minimal direction, oversees the EBS Division of BTS, which operates, maintains, and enhances Citywide enterprise business solutions. Classification is exempt from Civil Service.

Responsibilities include: managing and directing the EBS Division; developing and implementing strategic enterprise business solutions for Bureaus/Offices; identifying Bureau/Office and other customer business needs; developing solutions and coordinating implementation; managing the City's ongoing system operations and support services; ensuring the provision of support to customers; overseeing usability of enterprise business solutions; reviewing and managing budget allocations; managing subordinate supervisors and direct reports.

**DISTINGUISHING CHARACTERISTICS**

Enterprise Business Solutions Manager is a single-incumbent and management-level classification in the EBS Division.

Enterprise Business Solutions Manager is distinguished from the Information Systems Manager series in that the former is responsible for the overall management and administration of the EBS Division and oversees all aspects of the City's enterprise business solutions, and the latter is responsible for specialized technology and communications solutions for specific Bureaus/Offices.

Enterprise Business Solutions Manager is distinguished from the Manager series in that the former is responsible for managing enterprise business solutions and requires specialized education, training, and/or experience.

**ESSENTIAL FUNCTIONS**

The incumbent may perform a combination of some or all of the following duties, and performs related duties as assigned.

General Duties:

1. Manage and direct the EBS Division, develop and execute enterprise business solutions strategic plans for Bureaus/Offices; identify Bureau/Office and customer business needs; develop solutions; manage and coordinate implementation.
2. Manage the ongoing operations and support of enterprise business solutions, including process configuration, modeling, application troubleshooting, problem resolution, and user training.
3. Establish and monitor benchmarks to assess application and operation efficiency and effectiveness; support and collaborate with customers to ensure business needs are met.
4. Oversee usability of enterprise business solutions by controlling and administering Division operational and project policies and procedures.
5. Analyze current processes; design and implement necessary updates or replacements; develop automation and efficiencies to improve business processes and support critical strategies.

6. Partner with Bureaus/Offices to ensure enterprise business solutions meet the City's strategic plans, objectives, and goals.
7. Direct and oversee diverse staff; plan and organize workflow; establish performance and personal development requirements, monitor and evaluate performance, and complete annual performance reviews; provide coaching for performance improvement and development.
8. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that support the City's and EBS Division's mission, objectives, and service expectations; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society; ensure that employees are provided with guidance and opportunity to correct deficiencies, and appropriate discipline procedures are implemented.
9. Develop Division budget; manage staffing, equipment, and material resources; perform cost/benefit analyses; monitor budget performance.
10. Oversee administration of contracts with vendors and consultants; solicit requests for proposals; participate in the selection process; process payments; monitor contract compliance and other contract issues.
11. Research, interpret, and apply federal, state, and local laws, codes, and regulations relevant to the EBS Division.

### **SUPERVISION RECEIVED AND EXERCISED**

The work of this classification is performed under minimal direction and oversight by a Director and the EBS Executive Steering and Program Advisory Committees.

Directly supervises a minimum of four (4) employees. Indirectly supervises employees assigned to subordinate staff.

### **KNOWLEDGE/SKILLS/ABILITIES REQUIRED**

1. Thorough knowledge of the principles and practices of leadership, business operations and strategic planning, business communication, public administration, program and project evaluation, budget preparation and administration.
2. Thorough knowledge of Enterprise Resource Planning, including core functions, process configuration and modeling, various modules, public sector solutions, and support structure.
3. Knowledge of principles and practices of management and supervision, including training, scheduling, and performance evaluation.
4. Knowledge of statutes, regulations, and ordinances relevant to the EBS Division, and the ability to analyze, interpret, explain, and apply them.
5. Knowledge of principles, processes, and techniques of information technology and information systems analysis.
6. Knowledge of public agency project management, including cost estimation, funding and budgeting, task development, work planning and scheduling, procurement and resource management, and contract and vendor administration.
7. Knowledge of information systems project management and change management principles and practices.
8. Ability to identify and evaluate Bureau/Office business needs and develop efficient, integrated, and cost-effective enterprise business solution strategies and solutions.
9. Ability to lead planning, implementation, and evaluation of applications and updates.
10. Ability to communicate effectively, both verbally and in writing; present information, reports, and recommendations clearly and persuasively.
11. Ability to make independent, logical, and informed decisions within established policies and procedures that influence objectives and goals of the EBS Division.

12. Ability to establish and maintain effective working relationships with Bureau/Office staff and others encountered in the course of work; demonstrate tact, diplomacy, patience, and gain cooperation through discussion and collaboration.
13. Ability to manage a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.

**MINIMUM QUALIFICATIONS REQUIRED**

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education/Training:** Bachelor’s degree from an accredited college or university with major course work in business administration, information technology, computer science, or related field;

AND

**Experience:** Eight (8) years progressively responsible enterprise business solution process configuration and modeling or information technology experience, including three (3) years of experience in a supervisory role.

**Special Requirements and/or Qualifications:**

Experience working in current enterprise business solutions technology.

**Preferred Qualifications:**

Experience working for a public agency in a supervisory or management role.

Professional certification or specialized training in project management, information technology, or related field.

Minimum Salary: xxxxx per [pay period, month, annual]

Maximum Salary: yyyyy per [pay period, month, annual]

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: