



Business Applications Manager

This full-time position reports to the Director of Information Services and is located at the Electric Center, 1200 Fort Vancouver Way, Vancouver.

WHAT YOU WOULD DO:

- Manage a team of employees focused on the customer experience as the primary point of contact for IS requests, setting the standard for customer engagement.
- Configure, manage, and maintain ticketing system in support of departmental goals.
- Ensure prompt, efficient response to customer support requests and deliver timely resolutions.
- Work with assigned business units to thoroughly understand business management needs.
- Collaboratively integrate technical solutions in support of business unit goals.
- Empower team with training to develop Tier 1 support in pursuit of First Call Resolution for all deployed software.
- Develop data-driven strategies to deliver solutions and training based on support calls and ticket analysis.
- Maintain utility computers in coordination with virtual desktop environment.
- Maintain utility computer equipment deployed in fleet vehicles and other sites throughout the county.
- Configure, manage, and support voice services, both the office phone system and cellular phones and devices.
- Responsible for daily printing and timely delivery of bills, letters, and notices.
- Manage budget for assigned areas, including Capital investment and O&M expenses.
- Perform technical tasks aligned with assigned personal functional area.
- Establish a performance schedule for each employee and then monitor and manage individual performance progress, ensuring successful on-time performance delivery of all assigned tasks.
- Maintain personal growth through self-driven ongoing training.
- Other duties may be assigned dependent upon utility needs and individual qualifications.

QUALIFICATIONS:

Bachelor's Degree in Technology, Computer Science, MIS, or related field, or equivalent education and experience required. Leadership or supervisory experience with five (5) years' experience in a technical industry strongly preferred. Strong organizational skills to plan, schedule, and execute tasks in collaboration with others to integrate technology across the business. Excellent communication skills with ability to discuss and explain complex technical information to customers inside and outside the organization. Experience with Microsoft Operating Systems, Microsoft Office 365, imaging, PowerShell scripting, Avaya phone system, ITIL, patch management systems, and experience with or an understanding of Cisco networking and network protocols preferred.

HOW TO APPLY:

Clark Public Utilities offers excellent benefits, an attractive wage, and company incentive programs. For confidential consideration, please forward your resume with cover letter via email to jobs@clarkpud.com. Resumes may also be sent to Clark Public Utilities, Human Resources Department, P.O. BOX 8900, Vancouver, WA 98668.

Equal Opportunity Employer

At Clark Public Utilities, we are committed to being a place where a diverse mix of talented people want to come, to stay and do their best work.