

Business Applications Manager – Information Services

This full-time position reports to the Director of Information Services and is located at the Electric Center, 1200 Fort Vancouver Way, Vancouver, WA 98668.

WHAT YOU WOULD DO:

This position oversees the Enterprise Applications Team focused on our Document Management and Customer Information Systems.

- Manage a cross functional team focused on the customer experience.
- Configure, secure, manage, and maintain systems.
- Proactively plan, coordinate, and implement scheduled updates, upgrades, patches, and enhancements.
- Regularly assess system processes and workflows to streamline operations and enhance efficiency.
- Proactive utility engagement to maintain and enhance system reliability and disaster recovery.
- Organize and integrate technical solutions collaboratively in support of business unit and Utility goals.
- Cooperate with cross-functional teams to resolve complex technical issues promptly and effectively.
- Manage budget for assigned areas, including Capital investment and O&M expenses.
- Implement performance metrics to track team progress and proactively address any challenges.
- Ensure prompt, efficient response to customer support requests and deliver timely resolutions.
- Foster an environment where innovation and creative problem-solving are encouraged and recognized.
- Seek out and implement initiatives that enhance teamwork environment and overall experience.
- Demonstrated leadership abilities: professionalism during critical incidents, clear communication and mitigating potential risks.
- Drive continuous improvement by staying current with industry trends, best practices and emerging technologies.

QUALIFICATIONS:

Bachelor's Degree in Technology, Computer Science, MIS, related field or equivalent education and experience required. Previous leadership or supervisory experience in a technical industry with an emphasis on fostering growth and development. Customer-focused mindset with a passion for delivering exceptional service. Positive attitude with a proactive approach to overcoming challenges. Strong organizational skills and excellent communication with ability to discuss and explain complex technical information to customers inside and outside the organization. Demonstrated ability to effectively balance team needs and business goals. Previous experience with Cayenta CIS and OnBase Document Management System preferred.

BENEFITS:

Employees and dependents are eligible for medical, dental, vision, basic life insurance and disability insurance. Employees are enrolled in Washington State PERS and may enroll in deferred compensation plans. Employees will also receive eight hours of vacation leave and sick leave every month and twelve paid holidays throughout the calendar year.

SALARY:

Clark Public Utilities' salary ranges are market based and established annually. With full competency in the role and satisfactory performance the target is midpoint within the established range.

Business Applications Manager: \$95,763 – \$123,188 - \$150,615

HOW TO APPLY:

Please send your resume with a 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.