

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 0811600

Business Relationship Manager 1, Grade 27 0811600
Business Relationship Manager 2, Grade 29 0811700

Brief Description of Class Series

Business Relationship Managers manage and direct Business Relationship and Change Management units and oversee the client engagement activities for various information technology (IT) client agencies.

Distinguishing Characteristics

Reporting to a Manager Information Services, NS, exempt, that serves as executive director of an IT portfolio, Business Relationship Managers 1 and 2 perform similar duties. The level is distinguished by classification factors such as number and complexity of end users, agencies served, projects, applications, and critical applications.

Business Relationship Manager 1: managerial level; oversees client engagement activities for organizations with moderate complexity to ensure optimal client engagement; supervises lower-level IT Specialists serving as Client Relationship/Engagement Specialists.

Business Relationship Manager 2: managerial level; oversees client engagement activities for organizations with moderate to high complexity to ensure optimal client engagement; supervises lower-level IT Specialists serving as Client Relationship/Engagement Specialists.

All positions are in the non-competitive class.

Related Classes

Managers Information Technology Services 1 & 2 plan, direct, and coordinate systems analysis, design, application program development, maintenance, implementation and quality assurance activities. Incumbents direct the activities of two or more Information Technology Specialists 4.

Project Managers apply a wide range of specialized knowledge, skills, tools, and techniques to direct and coordinate human and material resources at all phases of a project -- origination, initiation, planning, execution and control, and closeout. A project is a temporary effort with defined objectives and results undertaken to develop, modify, or enhance a product, service or system; it has a specific beginning and end date. Project Managers balance competing demands and mitigate risks to ensure the delivery of an acceptable product to stakeholders and the project sponsor that is within budget, scope, time and quality standards.

Illustrative Tasks

Direct and advise client agencies on all IT matters affecting client agencies, including policies, requests for service, project demand planning, portfolio intake, and how to access and receive ITS services.

Interface with agency IT liaisons and agency executives, manages the strategic planning process to address widescale agency IT issues and implement IT initiatives.

Manage the agency IT governance process and resolve agency escalations from Business Relationship Specialists regarding ITS services.

Communicate major technical concerns and issues to the appropriate IT Management team, and oversee the incident management process.

Oversee the change management process, including negotiation with the client agency on schedules to minimize impact on applications.

Performs the full range of supervisory duties.

Independence Of Operation

Business Relationship Managers typically work under the general direction of a Portfolio Executive Director. As managers of customer/client relations, they operate with a great deal of independence. Their work must conform to policy and technical standards set by agency and IT management. They rely on professional standards, policy directives, and agency and vendor technical manuals for direction.

Business Relationship Managers may be expected to be available during off-shift hours to ensure the continuous operation of IT services.

Supervision Exercised

Business Relationship Managers supervise a team of Information Technology Specialists 3, and 4, Grade 23, and 25, in various specialty titles in the competitive class. The number of subordinates depends upon the number of agencies in the portfolio and criticality of the systems supported. They perform the full range of supervisory responsibilities.

Minimum Qualifications

Business Relationship Manager 1

Non-competitive: seven years of information technology experience* or project management experience, including one year of supervisory experience.

Business Relationship Manager 2

Non-competitive: eight years of information technology experience*, or project management experience, including two years of supervisory experience.

An associate's degree in any field may substitute for one year of experience; a bachelor's degree in any field may substitute for two years of experience.

*Information technology experience includes computer programming, network, server, storage, and systems management; telecommunications, IT customer support and training; computer installation, diagnosis, and repair; technical writing; computer security; knowledge management; database administration, design and management; internet/intranet development, design, and maintenance; information technology project management; design and development of geographic information systems or computer aided drafting applications; computer programming; business/systems analysis; program design; or program testing.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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