

Manager of Business Applications Job Description

Job Description

The full time Manager of Business Applications will use their extensive management background and domain expertise to lead the Business Applications Team. As such, the Manager of Business Applications is responsible for supporting the team in their day to day activities, providing opportunities to team members for job and career growth, and continually looking for ways to improve processes and documentation. The Manager of Business Applications is also responsible for working with sales team and PMO Group for resource assignment to client projects.

Responsibilities

- Manage the Business Applications Team of 7+ professionals
- Provide resource allocation for new projects for the team
- Help onboard and integrate new team members
- Organize and facilitate recurring team meetings
- Organize and facilitate individual meetings with team to work on personal, team, and career development
- Meet with unhappy or unsatisfied clients when needed and help understand the situation and work with client and consultant for solution
- Work with billing team and project management team to resolve outstanding receivables
- Provide guidance for any occurring problems and issues for the team
- Provide insight and documentation into/for process improvement for client supported activities for internal team to utilize
- Organize and update client delivery documents
- Work with team on continually improving application documentation for clients
- Work with team on developing new application and process documentation for clients
- Provide insight into level of effort for parts of projects or activities
- Work with Sales & Marketing Team on new projects/clients
- Monitor and provide performance feedback to staff throughout the performance year
- Ensure all staff are effectively trained and cross-trained on systems and processes
- Ensure staff are trained on new and updated modules and applications released by Deltek and other related vendors
- Assist staff with prioritization of workload, communications, etc. and delegates work assignments to staff as appropriate
- Work with management on meeting corporate goals for Business Application Team
- Be able to support client projects in absence of assigned consultants - PTO, sick, etc.
- Help team members with client issues where they need assistance

Requirements

Managers typically need a minimum of a bachelor's degree in business management or business administration. Other business-related fields, such as marketing or accounting, may be appropriate for those in this career.

- 10+ years of management experience

- 5+ years of experience as Business Applications Consultant or similar role preferred
- 15+ years of experience with Deltek Costpoint and integrated products
- Knowledge of diverse business matters such as IT, Marketing, HR etc.
- Proficiency in MS Office, specifically MS Office 365
- Familiarity with a wide selection of business management software (CRM, Deltek, etc.) and databases
- Outstanding communication and interpersonal skills
- Analytical mind with excellent data collection and analysis skills
- Aptitude in creative problem-solving
- Excellent leadership and management skills
- BSc/BA in business administration or relevant field; MSc/MA in a specialized business field or other qualifying certifications

Company Information

<https://infotekconsulting.net/>

Report to: Chief Operating Officer
Department: Business Applications
FLSA: Exempt
Date Revised: 8/4/2020
Location: Remote
Status: Full Time