

Relationship Manager Job Description

JOB PURPOSE:

University IT Relationship Managers establish and nurture productive working relationships at all levels with Stanford's schools and departments to understand their academic and administrative business strategies, and to help shape their current and future use of information technology. Relationship Managers strive to accelerate campus partners' longer-term objectives by seeking opportunities to leverage existing University IT services and working with them to understand how the UIT service portfolio should evolve to support their goals.

Serving as trusted advisors within Stanford's schools and departments, the Relationship Manager presents value in the application of technology resources and services to promote Stanford's mission.

CORE DUTIES:

- Build and maintain long-term strategic partnerships with key stakeholders, including academic and IT leaders to promote and facilitate productive collaboration opportunities.
- Gain a deep understanding of our campus partners' business needs and share perspectives on their goals and business drivers to aid UIT's effectiveness in providing technology services.
- Understand current UIT services and know the teams who manage the services.
- Participate in activities to understand and communicate conditions that could affect UIT service utilization or indicate an opportunity for a new or enhanced service. These could include changing needs, pain points, new technology trends, and other evolving conditions.
- Work with partners to mediate in cases where there are conflicting demands for services and to understand and establish relative priorities where they have multiple demands for UIT.
- Participate in existing and evolving BRM projects and programs such as Campus IT Plan.
- Leverage and evolve BRM program elements such as information campaigns and early demand tracking and shaping.
- Consistently look for ways to improve internal processes and gain efficiencies.
- Participate in promoting high campus partner satisfaction levels; review client satisfaction survey results and present recommendations for corrective actions and continuous improvement.

Education & Experience

Bachelor's degree and ten years of relevant experience, or combination of education and relevant experience.

Knowledge, Skills and Abilities

- Strong capabilities in the following: functional analysis, fit/gap analysis, requirements documentation and process flow charting, presentation of options and solutions facilitation, issues analysis and resolution, and business process improvement.
- Strong understanding of the software development lifecycle and methodologies.
- Solid understanding of project management body of knowledge discipline.
- Strong listening, negotiation and conflict resolution skills.
- Solid verbal and written communication skills.
- Ability to work effectively with the entire suite of Microsoft Office products.