METROLINK

JOB DESCRIPTION

Job Title: Business Intelligence Manager
FLSA Status: Exempt
Salary Grade: 11A

PURPOSE OF POSITION
The Business Intelligence Manager will oversee the work of cross-functional teams and is responsible for the full systems lifecycle from requirements gathering through implementation of IT functional solutions. This position will apply functional expertise to ensure increased productivity, efficiencies and to resolve issues in support of the business user.

DISTINGUISHING CHARACTERISTICS
This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED
- Receives oversight from the director or executive-level management
- Responsible for supervising and monitoring performance of a regular group of employees or department

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended to describe the general nature and level of work being performed and are not to be interpreted as an exhaustive list of responsibilities.
- Guide the development and execution of strategic and tactical plans for the support, adoption, expansion, and upgrades to enterprise systems solutions.
- Determine, prioritize, budget, articulate, and deliver business benefits through the adoption of improved processes and technology.
- Develop performance, cost, scope, schedule, quality, and appropriate business measurements of technology solution implementations.
- Manage and execute a wide range of process activities beginning with feasibility analysis through development, test, and final delivery.
- Organize and lead cross-functional teams in developing and implementing project deliverables.
- Initiate, plan, control, execute, and close tasks of a project to produce the required deliverables.
- Lead cross functional teams (including consulting, vendor and business resources) in developing and implementing project deliverables.
- Foster a team environment to achieve goals through coaching and performance management.
- Implement "best practice" technologies, including education and knowledge transfer to internal customers in support of project objectives.
- Guide internal teams to develop standard operating and support procedures.
- Establish and implement appropriate change management controls
- The responsibilities outlined above are representative of the role but not exhaustive. Additional duties may be assigned as needed, and reasonable accommodations will be provided to qualified individuals with disabilities in accordance with applicable laws.

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MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor's Degree in Computer Science, Business Information Systems, or a related field.
- A minimum of seven years' experience in information technology, business systems solution implementations, and support of enterprise information technology solutions. Experience should also include supporting a full ERP focusing on financials, procurement and project management, overseeing an asset and inventory management systems.
- A minimum of four years' experience in a supervisory role, managing three or more FTE's
- A minimum of three years' experience in at least one of the following:
  - o Supporting data warehousing and business intelligence techniques and approaches using SAP Business Objects and Informatica or equivalent tools.
  - o Development or management of Customer Relationship Management solution using Salesforce.com or equivalent.
  - o Managing websites for the public and internal users using SharePoint or equivalent technologies.
- A combination of training, with a minimum of an Associate Degree and/or experience that provides the required knowledge, skills, and abilities may be considered when determining minimum qualifications. Advanced relevant coursework may also substitute for a portion of required experience.

Preferred Qualifications

- Master's degree in Business Administration, Public Administration, Finance, or Information Technology
- Experience with Oracle eBusiness Suite and Trapeze Enterprise Asset Management (EAM)

Knowledge, Skills, and Abilities

Knowledge of:

- Development of Forms, Reports, Interfaces, Stored Procedures, Packages, Workflow, customizations, and Patch analysis
- Microsoft Office, Oracle FIS, and Planet Bids or other automated procurement and contracting applications
- Grants Management and Accounting
- Project financial tracking and billing

Skilled in:

- Verbal and written communication
- Organization and time management
- Oracle eBusiness Suite
- Analytical and problem-solving skills
- Organization and time management

Ability to:

- Collaborate with other departments.
- Exercise initiative and judgment in carrying out detailed projects and tasks
- Balance multiple initiatives simultaneously

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PHYSICAL REQUIREMENTS

- Transition between a stationary position at a desk or work location and move about Metrolink facilities or other work site locations
- Operate tools to perform the duties of the position; such as computers, office equipment and work-related machinery
- Transport equipment or boxes up to 25 lbs
- Exchange ideas by means of communication
- Visual acuity to detect, identify, and observe employees or train movement and any barriers to movement when working on or near railroad tracks
- Hear and perceive the nature of sounds when working on or near railroad tracks
- Balance, ascend/descend, climb, kneel, stoop, bend, crouch or crawl within assigned working conditions and or locations

Working Conditions

Position requires work in a normal office environment with little exposure to excessive noise, dust, or temperature. Work may also be conducted in outdoor environments, at construction sites, Railroad Track and Right-of-Way environments, and warehouse environments, with possible exposure to individuals who are hostile or irate, moving mechanical parts, and loud noises (85+ decibels, such as heavy trucks, construction, etc.)

Southern California Regional Rail Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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