AUBURN
Human Resources

Mgr, PBS Solutions & Operations

Job Description

JOB INFORMATION

Job Code	ED12
Job Description Title	Mgr, PBS Solutions & Operations
Pay Grade	FO11
Range Minimum	$66,140
33rd %	$83,770
Range Midpoint	$92,590
67th %	$101,410
Range Maximum	$119,050
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	3/6/2024

JOB FAMILY AND FUNCTION

Job Family:	Financial & Business Operations
Job Function:	Procurement & Payment Services

JOB SUMMARY

Responsible for managing or performing work associated with Procurement and Business analysis including: Identifying and analyzing business needs, conducting requirements gathering, and defining scope and objectives; making recommendations for solutions or improvements to business processes that can be accomplished through new technology or alternative uses of existing technology; translating business requirements into application requirements. This position is responsible for the operation and maintenance for Procurement and Business Services highly complex third party software programs including, but not limited to Jagger, Concur travel and expense management software, JP Morgan payment programs. This includes ERP integrations, maintaining customer roles, tables, creating complex forms and workflows. Act as the University Procurement and Business Services representative when coordinating with Jaggaer project teams and with vendor technicians. Assists with the development of Jaggaer end-user training. Manages the development and updating of Jaggaer end-user training. Conducts campus wide Jaggaer training. Manages any internal or external department communications, and oversees the daily financial operations of the unit. Additionally, the duties include preparation of weekly and monthly staff statistics; ensuring quarterly reports mandated by senior leadership or the State of Alabama are prepared accurately and within the specified time period and preparation of vendor spend reports to be used in developing negotiation strategies.

RESPONSIBILITIES

- Formulates and defines scope and objectives of solution systems through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Evaluates and configures the Procurement and Business Services technology platforms to optimize process, workflow, policy compliance, and end user experience. Technology platforms include but are not limited to the Jaggaer, Concur Travel & Expense Management, JP Morgan Single Use Account and Procurement Card programs.
- Develops, leads and supports technology solution project plans, which outlines project tasks, requirements, milestone dates, status, allocation of resources, testing, documenting, and communicating system functionality and its impact to stakeholders. Evaluates and identifies opportunities to enhance user experience and increase the use and value of the Procurement Service Center’s technologies.
- Determines and recommends applications required for optimal business process solutions considering cost and performance objectives. Collaborates with Procurement and Business Services teammates, University constituents, and other strategic partners to identify areas of improvement within existing functionality and evaluate ROI of potential system enhancements. Prepares vendor spend reports to be used in developing negotiation strategies.
- Participates in requirements planning and feasibility determination. Generates and/or reviews requirements documentation.
- Performs analysis and prepares reports in order to ensure that programs meet or exceed schedule commitments. Ensures that established project management and quality assurance procedures are followed.

RESPONSIBILITIES

	Recommends improvements to existing project management and quality assurance procedures. Prepares weekly and monthly staff statistics ensuring quarterly reports mandated by senior leadership or the State of Alabama are prepared accurately and within the specified time period.
•	Collaborates with stakeholders on project components including, but not limited to, requirements, functional design, functional configuration, testing, and documentation. Manages the updating and development of training and communication materials related to the Procurement and Business Services systems and daily operations. Acts as a liaison in the updating and development of training and communication materials related to the Procurement and Business Services systems. Communicates system-related issues and enhancement requests between third party software suppliers and internal stakeholders.
•	Supports ongoing administration of the Procurement and Business Services' technology platforms at a departmental level while ensuring all applications and integrations are functioning properly and troubleshooting system-related issues on a daily basis.
•	Manages the daily financial operations for Procurement & Business Services (e.g. voucher processing, pcard recon, check processing, and other administrative functions).

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline. Degree in IT or related field preferred.	and	5 years of	Relevant IT experience, business and/or procurement analysis, preferably in a university setting.	Or
Associate's Degree	No specific discipline. Degree in IT or related field preferred.	and	9 years of	Relevant IT experience, business and/or procurement analysis, preferably in a university setting.	Or
High School Diploma or GED	General Education.	and	13 years of	Relevant IT experience, business and/or procurement analysis, preferably in a university setting.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Understanding of the business environment of a large university system including a basic understanding of the University system, its policies, and its operating procedures.	
Knowledge of business systems analysis and current technological developments and trends.	
Current knowledge of relevant state-of-the-art technology, equipment, and/or systems.	
Intermediate knowledge of agile methodologies with a detailed focus on deployment and integration.	
Ability to analyze, organize and prioritize work while meeting multiple deadlines.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking				X		
Hearing					X	
Repetitive Motions		X				
Eye/Hand/Foot Coordination		X				

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.