Overview

Overview

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<td>Job Profile Name</td>
<td>Sr Manager, Operations &amp; System Support Services</td>
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Job Profile Summary

Directs and prioritizes daily activities for teams responsible for problem management, production support, and project delivery. Accountable for implementation of initiatives related to development, modification, and re-engineering of processes and systems to meet corporate and departmental objectives. As the liaison between the business area and Information Technology (IT), ensures the understanding of business problems in order to reach the ultimate technical solution that meets business needs.

Job Description

- Manages and provides direction to teams responsible for business systems analysis, problem resolution and the support of business initiatives and system enhancements to ensure appropriate technology solutions to enhance quality and efficiency of service.
- Directs staff in conducting high-level business analysis involving complex requirements, problem resolution, and/or processes for business area systems.
- Ensures planning and staffing of resources are adequately aligned to address business initiatives; recommends improvements; provides business process knowledge and/or subject matter expertise for addressing broad and complex business area technology decisions.
- Leads the development of best practices for support processes and procedures including tools and techniques to optimize performance.
- Networks and collaborates effectively with user workgroups and cross functional system area support teams that include multiple IT teams and/or vendors to effectively manage optimization.
- Ensures validation of IT and/or vendor provided technical solutions and/or identifies alternatives to solve business problems.
- Recommends and implements effective ways to monitor and evaluate customer and provider concerns, issues and satisfaction.
- Actively collaborates with peers and business partners to continuously improve operations, resolve cross-team issues, and allocate resources effectively.
- Responsible for development and maintenance of departmental budget, policies, procedures, and internal control processes.

Hiring Requirements

Proprietary and Confidential - For BCBSNC internal use only
• Bachelor's degree with 5 years of management/leadership experience to include business analysis and relevant technical system expertise.
• If no degree, 7 years of experience as stated above.
• Solid project management experience in support of business and technical needs.

Hiring Preferences

• Experience managing multiple operational areas is preferred (i.e. training, systems support, quality and audit, call center, claims, fulfillment).
• Degree in Business Administration or Computer Science preferred.
• Prefer demonstrated business impact analysis experience (i.e. providing ROI, business case documentation, or formal proposals)
• Excellent leadership, coaching and mentoring skills.
• Demonstrated ability in managing multiple medium to large scale department projects and successfully leading enterprise-wide project teams
• Excellent relationship management skills to facilitate effective working relationships with varied business stakeholders and/or vendors.
• Excellent organizational skills with the ability to plan work, execute and multi task in an ever changing environment.
• Excellent influencing and consultative skills;
• Strong ability to proactively analyze, identify and make recommendations to resolve issues and implement solutions.
• Strong customer service orientation to both our internal and external customers.
• Excellent communication skills, to include verbal, written and presentation skills.
• Excellent PC skills (e.g. MS Word, Excel, MS Project and PowerPoint).
• PMP preferred.