Missouri Department of Transportation Job Description

Job Title: Business Systems Support Manager

Title Code: R04102

Salary Grade: 10

Exemption Status: Exempt

Supervisory Responsibilities: Full Supervision

District/Division: Central Office – Chief Counsel's Office

Effective Date: 10-01-2025

Replaces (Effective Date): 12-01-2024

General Summary

The business systems support manager oversees the information technology support activities for the automated Chief Counsel's Office business management systems; manages general automation support activities; and oversees records management functions for the Chief Counsel's Office. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- Bachelor's Degree: Computer Science, Computer Information Systems, Business Administration, or related field, **AND** six years of progressive experience in computer systems technical development, project or program management, or computer systems/information systems technology management, **OR**

- Ten years of progressive experience in computer systems technical development, project or program management, or computer systems/information systems technology management.

Special Working Conditions/Job Characteristics

- Job requires occasional, statewide, overnight travel.

Examples of Work

1. Serves as project manager for the division's automated management system projects, including coordinating the implementation and ongoing management of automated systems.

2. Serves as a liaison with information systems staff to recommend, design, and coordinate the implementation of automated strategies for providing effective business processes to support division activities.

3. Serves as change manager in coordinating the development and modification of standardized procedures and workflows, establishing/revising best practices, ensuring quality work standards, and monitoring the operations of automated management systems.

4. Serves as system administrator for the daily operations of the division's automated management systems; responsible for approving necessary modifications.

5. Serves as a technical expert to internal and external partners related to Chief Counsel's Office business management systems.

6. Coordinates software upgrades and related training.

7. Coordinates and consults with information systems staff for modifications and maintenance of the division's computer systems and related services; identifies and defines related needs and solutions.

8. Works with the division management team to develop the section's budget; regularly monitors the section's budget.

9. Coordinates section input regarding the need for new technical, functional, or operational products or services, and works with division management to incorporate into business or strategic plans.

10. Monitors and oversees the training of division staff in computer systems and applications to ensure appropriate utilization of system procedures, and ensures new methods are properly understood and implemented.

11. Plans and manages work efforts and on-going support for division's general automated systems.

12. Coordinates development of policies, procedures, standards, and best practices for automated business management systems.

13. Performs supervisory responsibilities.

14. Performs other responsibilities as required or assigned.