



## **Business Process Manager - Washington, DC**

### **Job Overview**

The person for this role will lead the charge in building out the information technology arm of New Columbia Solar. They will report to the Chief Operating Officer and help drive efficiencies and data quality across the organization. We believe that technology deployed effectively strengthens our competitive advantage and reinforces continuous learning and improvement. These foundational principles are vital to NCS' success, making this a pivotal role within the organization.

### **Responsibilities**

This job comprises two roles: enterprise software management and IT management. Enterprise software management is the primary role of this job, with IT management as a distant second. A successful Business Process Manager will leverage technology to support the Leadership Team's vision and core objectives.

#### **Enterprise Software Management Responsibilities**

- Make our enterprise software tools a success
  - Software setup and implementation
  - Cleansing of data from legacy systems and spreadsheets and importing into new enterprise systems
  - Becoming an expert user in each of our systems
  - Set up users in systems
  - Continuously training our team to gain mastery of the system functions relevant to them
- Mature our enterprise software over time
  - Build out reports to present data to various audiences (NCS team members, management, and investors)
  - Collect and prioritize ideas from users on new features
  - Write up flow charts and story boards on how new features should work
  - Budget and seek funding for software customizations and upgrades
  - Hire and oversee contractors in customizing our systems
  - Act as internal quality control tester before customizations are deployed
- Manage relationships with software vendors and negotiate contract renewals

#### **IT Management Responsibilities**

- Manage our outsourced IT vendor in overseeing our technology operations, including network, security, laptop setup, helpdesk, and new user provisioning while assessing the needs for new equipment and software
- Gather requirements from team on IT needs, create budgets, gain management approval, and manage setup of new equipment and software

#### **Requirements/Qualifications**

- 4+ years of experience working in IT operations, supervising technology teams, and overseeing IT projects
- Broad knowledge of cloud-based enterprise software systems as an administrator or programmer
- Technical knowledge and analytical skills to identify complex system issues and coordinate a resolution
- Ability to manage multiple projects concurrently and deliver timely, on budget completion of those projects
- Experience in controlling IT budget and expenditure
- Outstanding communication abilities with cross functional business groups and C-suite
- Excellent leadership skills and organization

### **To Apply**

NCS is an equal opportunity, affirmative action employer dedicated to diversity and its workplace strength. All qualified applicants will be considered for employment without regard to race, color, age, religion, sex, national origin, protected veteran status, sexual orientation, gender identify, genetic information, disability status, or any other protected characteristic. Email your resume and cover letter to [info@newcolumbiasolar.com](mailto:info@newcolumbiasolar.com). Due to a high application volume, HR is not be able to respond to all who apply.