Business Systems Manager

Reporting to the Director of Operations, the Business Systems Manager will be the main in-house manager for Information Systems used by all departments in the organization, including ongoing maintenance, error tracking and resolution, user training, and optimization of systems to meet business needs. The Business Systems Manager will also be the lead project manager on multiple on-going projects and will be a contributing PM to larger-scale projects.

60% Systems Manager
- Serve as main in-house manager for UC Press operational business systems, including the main press website and several metadata management databases
- Collaborate with Supervisor to identify needs, create plans for, and execute projects to optimize systems
- Train end-users as needed
- Assess helpdesk requests and resolve, assign, or escalate as appropriate
- Oversee resolution of helpdesk requests, working with developers and business stakeholders as needed
- Work with vendors for systems to resolve issues that need outside expertise
- Oversee data hygiene and clean up data as needed

40% Project Management
- Collaborate with Supervisor to identify needs and plan for execution on multiple ongoing projects, including: requirements gathering, prototyping, schedule and budget tracking, overseeing development, and QA
- Provides expertise in identifying, evaluating, and developing complex systems and procedures
- Participates in cross-functional teams to address complex business or systems issues
- Contribute to PM duties on larger-scale projects as designated by Supervisor

Qualifications (Required):
- Proven ability to learn, effectively use, and manage both proprietary and off-the-shelf applications
- Experience working with business stakeholders to develop requirements and translate those requirements for technical execution
- Experience with project management and strong understanding of balancing project scope, budget, and quality
- Broad understanding of web and database technology
- 2 - 3 years of systems management experience
- Ability to track, prioritize, and complete work within deadlines
- Bachelor's degree in related area and / or equivalent experience / training
- Strong organizational skills and attention to detail
- Strong written, verbal, and interpersonal communication skills
- Experience with project management and helpdesk ticketing software

Qualifications (Preferred):

- Formal training / certification in Project Management
- Experience managing multiple ongoing projects
- Experience with change management

About UC Press

About UC Press University of California Press (UC Press) is one of the nation's most forward thinking scholarly publishers. For more than 125 years, it has championed work that influences public discourse and challenges the status quo in multiple fields of study. UC Press strives to drive progressive change by seeking out and cultivating the brightest minds and giving them voice, reach, and impact.

Apply Now