# Senior Manager, Finance Systems Support

| Job Code | 20000817 | Job Family | Senior Manager | Leader | |
|---|---|---|---|---|---|
| **Department** | Finance Systems Support | **Reports to** | Chief Financial Officer | **Union Status** | Non-Represented |
| **FLSA Status** | Exempt | **Pay Grade** | 2061 | | |
| **Last Updated** | 12/1/2024 | | | | |

## Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

## Job Summary

The Senior Manager of Finance Systems Support works in partnership with the leadership of the Finance division to lead process and system improvements. The role manages the resource planning, project management, and work priorities for all technical, continuous improvement, and process improvement work. They manage and track division service requests, serve as a technical advisor, and work as a liaison between Finance and Information Technology, to ensure success on projects and system enhancements. They manage a group of analysts, evaluating performance, providing coaching, and assigning specific tasks, all in support of the department's goals and priorities.

This role also manages the district's Enterprise Project Governance process in partnership with the Senior Manager of the ITS Project Delivery department.  They play a crucial role in leading the Enterprise Project Governance process to develop and maintain an initiative portfolio that acheives the objective of the District's strategic and operating plans.  The EPG leads prioritization of projects and programs acrossd the District.  They coordinate with stakeholders across the District and across Program Management Offices (PMOs) to improve project delivery practices by integrating processes and tools, maximizing and prioritizing resources, leading dialogue and coordination, and providing information analytics, with the objective of continuously enhancing the District's ability to deliver successful projects. They apply principles from project management, budget, resources, and strategic plannings to connect strategy to execution, optimizing portfolio processes, and fostering operational excellence, portfolio governance, and managing and reporting on the collective benefits (value), planned-to-delivered.  Working closely with the Executive Leadership Team (ELT) and leaders across the District, they help cross-functional teams align budget, resources, benefits, and goals to maximize investment in projects and programs. Their reposnibilies include leading District-wide planning, coordinating budgets, aligning resource demands, and validating alignment to District strategic plans.

## Accountabilities

### Accountability #1
Achieve the highest level of employee and community trust in the management of the District's financial health by maintaining a deep understanding of support applications (both on premise and cloud based), internal controls, and departmental interactions. Work closely with the Finance division and IT division to understand relevant infrastructure and systems, and the impacts that changes and updates have on the environment. Serve as a divisional project manager and technical advisor to the Chief Financial Officer and other division leaders as they evaluate process changes,  continuous improvement opportunities, and systems.

### Accountability #2
Demonstrate outstanding value relative to cost to our customers by ensuring the success of projects related to the Finance division through planning, selection, implementation, and monitoring of system

changes. Collaborate with both IT and Finance throughout, providing updates and appropriate reporting. Serve as project manager for all technological and system-related projects, process improvements, and upgrades associated with the Finance division.

**Accountability #3**

Deliver exceptional value focused on clearly defined priorities and tradeoffs by partnering with Finance and IT to manage, negotiate, and/or administer vendor contracts as needed, including requests for proposals, bid evaluations, and award recommendations. Provide technical and contract administration advice when needed.

**Accountability #4**

Maintain the public's confidence in the quality of District leadership by serving in a leadership role for the Finance division, working with the Chief Financial Officer and other division leaders to further the District's values and strategic priorities.

**Accountability #5**

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budget/s, identifying, evaluating, and recommending resourcing options that reflect appropriate prioritization and tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, and similar responsibilities.

**Accountability #6**

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving, feedback from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

**Accountability #7**

Achieve the highest level of employee and community trust in how the District manages project teams (direct and matrixed) and resources in support of enterprise projects and programs. Works with Executive Leadership Team and and other division leaders to further the District's values and strategic priorities. Actively manage and prioritize risks related to projects at an enterprise level by monitoring reported budget, schedule, resource demands, risks, and issues. Responsible for the proper handling and protection of confidential information. Provides leadership and consulting to business stakeholders in evaluating broad impacts including best practices, root cause analysis, resources available and opportunities to partner in identifying system options and resolutions. Leads the District Project Governance Board, reviews project requests and provides input on risk and impact of project plans and

technology requests.  Responsible for reporting portfolio metrics to ensure transparent oversight of projects and programs planned and throughout the lifecyle of the work.

**Accountability #8**

Leading the Enterprise Program Governance Board (EPGB), demonstrates outstanding value relative to cost to our customers by ensuring the success of projects through out the District by providing expert consulting in planning, selection, implementation, and monitoring of projects and programs. Collaborates with leaders and executives across the District, providing updates and appropriate reporting.

**Accountability #9**

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing District-wide budget alignment for project and program investments, identifying, evaluating, and recommending resourcing options that reflect appropriate prioritization and tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, and similar responsibilities.

**Accountability #10**

## Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

## Qualifications – Education and Experience

*Minimum* **Required Education and Experience:**

Bachelor's Degree in Project Management, Finance, Accounting, Supply Chain, or related field, AND

Four (4) years of progressively more responsible application support experience, project management, and/or continuous or process improvement oversight;

OR

Eight (8) years of progressively more responsible application support experience, project management, and/or continuous or process improvement oversight.

*Preferred* **Education and Experience:**

## Qualifications – License(s) and/or Certification(s)

*Minimum* **Required License(s) and/or Certification(s):**
Demonstration of appropriate level of knowledge and experience in project management.

*Preferred* **License(s) and/or Certification(s):**
Business Analyst Certification
Project Management Professional

## Qualifications – Skills and Abilities

*Minimum* **Required Skills and Abilities:**
Demonstrated leadership and coaching experience
Champion change management and continuous improvement
Familiarity with application environments and software solutions
Adept at communication across a wide range of levels in an organization
Work effectively across all levels of an organization
Organized and detail-oriented
Work well in a team and leading a team
Act independently
Maintain confidentiality
Identify problems and recommend solutions
Analyze and design processes
Program/project management methodologies and tools
Negotiation, relationship building/partnering and conflict management/mediation
Cost benefit analysis techniques

Executive management presentation and communication techniques

**Preferred Skills and Abilities:**
Experience with SAP
Experience at an electric utility

## Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Leader" at the Manager level.

Adaptability
Aligning Performance for Success
Building Customer Relationships
Building Talent
Coaching
Communication
Continuous Improvement
Continuous Learning
Courage
Creating a Culture of Trust
Creating an Inclusive Environment
Customer Focus
Delegation and Empowerment
Driving for Results
Driving Innovation
Emotional Intelligence Essentials
Empowering Decision Making
Execution
Guiding Team Success
Initiating Action
Inspiring Others
Leveraging Feedback
Positive Approach
Professional Knowledge and Aptitude
Selecting Talent
Stress Tolerance
Technology Savvy

## Physical Demands

| Physical Demands List | Frequency |
|---|---|
| Sit | Frequent (34-66%) |
| Walk | Occasional (11-33%) |
| Stand | Occasional (11-33%) |
| Drive | Seldom (1-10%) |
| Work on ladders | Never |
| Climb poles or trees | Never |
| Work at excessive heights (note heights in open text box below) | Never |
| Twist | Never |
| Bend/Stoop | Never |
| Squat/Kneel | Never |
| Crawl | Never |
| Reach | Never |
| Work above shoulders (note specific activity in open text box below) | Never |
| Use Keyboard /mouse | Constant (67-100%) |
| Use wrist (flexion/extension) | Never |
| Grasp (forceful) | Never |
| Fine finger manipulation | Constant (67-100%) |
| Operate foot controls | Seldom (1-10%) |
| Lift (note weight in open text box below) | Never |
| Carry (note weight in open text box below) | Never |
| Push/Pull (note specifics in open text box below) | Never |
| Work rapidly for long periods | Never |
| Use close vision | Occasional (11-33%) |
| Use distance vision | Occasional (11-33%) |
| Use color vision | Occasional (11-33%) |
| Use peripheral depth perception | Never |
| Speak | Frequent (34-66%) |
| Hear | Frequent (34-66%) |

**Additional Physical Demands not listed above and associated frequency below.**

## Mental Demands

| Communication | Frequency |
|---|---|
| Understand and carry out simple oral instructions | Frequent (34-66%) |
| Understand and carry out complicated oral instructions | Frequent (34-66%) |
| Train other workers | Frequent (34-66%) |
| Work alone | Frequent (34-66%) |
| Work as a member of a team | Frequent (34-66%) |
| Follow standards for work interactions | Frequent (34-66%) |
| Write communications for clarity and understanding | Frequent (34-66%) |
| Speak with clarity with others | Frequent (34-66%) |
| **Comprehension** | **Frequency** |
| Read and carry out simple instructions | Occasional (11-33%) |
| Read and carry out complicated instructions | Occasional (11-33%) |
| Retain relevant job information | Frequent (34-66%) |
| **Reasoning** | **Frequency** |
| Read and interpret data | Frequent (34-66%) |
| Count and make simple arithmetic additions and subtractions | Seldom (1-10%) |
| Use intermediate and/or advanced math | Seldom (1-10%) |
| **Organization** | **Frequency** |
| Plan own work activities | Frequent (34-66%) |
| Plan work activities of others | Frequent (34-66%) |
| Direct work activities of others | Frequent (34-66%) |
| **Resilience** | **Frequency** |
| Work under pressure | Frequent (34-66%) |
| Work for long periods of time | Occasional (11-33%) |
| Work on several tasks at the same time | Frequent (34-66%) |

**Additional Mental Demands not listed above and associated frequency below.**

## Work Environment

| Environmental Conditions List | Frequency |
|---|---|
| Exposure to weather | Seldom (1-10%) |
| Wet and/or humidity | Never |
| Atmospheric conditions | Never |
| Confined/restricted working environment | Never |
| Vibratory Tasks – High | Never |

| Vibratory Tasks – Low | Never |
|---|---|

**Additional Environmental Conditions in this job not listed above and the associated frequency below.**

| Risk Conditions List | Frequency |
|---|---|
| Exposure to Heights | Never |
| Exposure to Electricity | Never |
| Exposure to Toxic or Caustic Chemicals | Never |
| Working with Explosives | Never |
| Exposure to Radiant Energy | Never |
| Extreme Cold | Never |
| Extreme Hot | Never |
| Proximity to Moving Mechanical Parts | Never |
| Noise Intensity | Never |
| Exposure to animals | Never |
| Working with angry customers | Never |

**Additional Risk Conditions present in this job not listed above and the associated frequency below.**

## On-Call Status and Frequency

**On-Call is required.**
○ Yes
⊙ No

**On-call activities and frequency.**

## Work Location

**The primary assignment for this position is:**
○ Remote
○ Office Hybrid
⊙ On-Site
○ Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.