**Class Summary**

The Customer Success Manager serves as a business partner with King County departments by proactively driving client adoption of Information Technology (IT) through a deep understanding of King County’s IT products, services, and capabilities; ensures that agreed service level targets are met and reported through meetings, health checks, and reports; safeguards customer satisfaction levels by clearly understanding the client’s business and IT strategy; and manages the biennial budget process.

**Distinguishing Characteristics**

This is a single-level classification. This classification is distinguished from the IT Manager – Principal classification in that incumbents in the IT Manager – Principal classification act on behalf of division directors and deputies with the highest level of delegated responsibility and accountability and oversee Senior IT Manager(s), IT Manager(s), and/or individual contributors.

This classification is distinguished from the Principal Technology Strategist classification in that incumbents in the Principal Technology Strategist will surface and prioritize the best strategic change investment opportunities through partnership with business, solution architecture, technology teams, Information Technology (IT) leadership, and external partners.

**Examples of Duties**

1. Create and update a strategic plan for assigned King County departments outlining anticipated activities that align business needs with King County Information Technology (KCIT) capabilities and services.
2. Facilitate the IT biennial budget process between departments and KCIT services to finalize the budget.
3. Develop and maintain annual service agreements that align commitments and guide the budget and delivery.
4. Perform corrective action through periodic service agreement reviews.
5. Review and manage IT portfolios and technical assets for assigned customers or departments; develop roadmaps to modernize portfolios.
6. Prioritize projects that align with roadmaps and service commitments.
7. Collaborate with business partners and stakeholders to explore opportunities and ensure positive customer relationships.
8. Partner internally with KCIT divisions and other King County IT teams to ensure services are delivered to their assigned customers or agencies successfully, which includes change readiness and management, communications, and solution delivery, implementation, and operations.
9. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 08/2022 - Created |