

Position Title: Client Relationship Manager

Classification: IS30

Department/Account: HIBC

Job Code: 00S50Q

Work Unit: Client Service Management

Job Title: Information Systems Officer IS30

Manager Title: Account Delivery Leader

Last Updated: September 2026

DEPARTMENT OVERVIEW

Advanced Solutions has contracts with various BC Ministries and Public Sector agencies to perform functions in support of BC Public Sector information technology. The Client Relationship Manager (CRM) role reports to an Account Delivery Executive and will provide client support and services for these contracts. The CRM role works to build and maintain a collaborative working relationship with clients based on trust and transparency. The CRM liaises between our clients and Advanced Solutions operations and services a diverse number of delivery towers which include; governance management, contract management, service delivery oversight, client issue management, relationship management, business opportunity discussions, onboarding, etc. Our goal is to provide excellent service, minimize expenses and maximize revenue for the company.

DESCRIPTION

Reporting to the Account Delivery Executive, the Client Relations Manager (CRM) maintains partnership relations with clients through a thorough understanding of their business goals, principles, processes and legislative requirements and through participating in the preparation of the Joint Strategic Plan (JSP), the Annual Operation Plan (AOP) and corresponding operational activities. The CRM works closely with the Advanced Solutions delivery management and the clients, providing input and advice on workload, projects, new requests and resolution of customer service or delivery issues. The CRM identifies, leads, defines, and supports the design, development and maintenance of ministry mission critical services that are large, complex and integrated and can have a major impact on the system operating costs, performance and delivery of services to the public.

ACCOUNTABILITIES/DELIVERABLES

- Acts as an internal Information Systems expert and consultant to ensure that the client is using technology services in the most effective way; provides leadership in the identification of innovative and cost effective uses of Advanced Solutions services;

- Oversees the provision of technology services to clients, the services being delivered by the Advanced Solutions teams and acts as a representative of Advanced Solutions and its services. Also acts as an advocate for the clients in resolving problems or with regard to IT directions to meet client business requirements and/or interests;
- Monitors and manages all client business area workload (incidents, business requests, service enhancement requests, reporting, Brief Notes, Business Agreements, Impact Assessments, estimates, etc.) to ensure delivery is completed in a timely fashion;
- Leads the development of new Services, prepares of Brief Notes, gathers and analyses requirements, documents business agreements, develops Service Descriptions, coordinates development of solution design, participates with Advanced Solutions Finance to determine financial cost models, and participates with Advanced Solutions Contracts Office to determine service contract amendments.
- Leads, evaluates and arranges for remediation of client-wide technology impacts;
- Provides direction and advice to the client on the use of Advanced Solutions technology to provide business and technical solutions; guides client management and their staff in accepting change and manages the reduction of business impact; assists clients in establishing technology goals, objectives and plans;
- Provides Project Management support and Change Management support; schedules and participates in quality assurance reviews to ensure systems are delivered as specified and designed; supports business area change processes and impacts by coordinating system change management activities between clients and Advanced Solutions delivery providers and business units to ensure smooth transitions and reduce negative impact;
- Leads and negotiates with the client, finance and contracts management to draft change orders, new projects and major enhancements. Works with the clients on work prioritization keeping in mind business schedules, capacity and resources;
- Leads client touch point meetings with client management and Executive teams and facilitates other client meetings as required;
- Develops presentation documentation and leads client facing presentations as required;
- Develops a working relationship built on trust and integrity with client staff and leadership;
- Oversees all client queries and requests for information and ensures updates and responses are provided in a timely fashion; escalates support delays and any issues that will or may impact the client;
- Is a client advocate, ensuring that Advanced Solutions staff understand client strategic goals and immediate business needs;
- Ensures that operational reporting and all deliverables related to contract obligations are delivered within the agreed timeframes and as committed to clients;
- Monitors all service delivery data to ensure reporting accuracy;
- Reviews and delivers all client Service Level and Performance Measure reporting;
- Works within Advanced Solutions to determine resource requirements in support of service development and provision.
- Escalates policy risks or process gaps when identified through client interactions that involve client service risks;
- Evaluates and participates in Advanced Solutions process reviews and coordinates process improvements in support of improving service to clients.
- Identifies and advances continuous improvement and innovation opportunities, including but not limited to automation and artificial intelligence, to improve service quality, operational efficiency and client outcomes;
- Leads proactive communications internally and externally with any client impact information;
- Provides informal training and mentorship to Advanced Solutions staff to ensure they fully understand the clients' structure and business needs; and

- Acts as a team player and mentor where applicable to other team members to support ongoing awareness and development of our clients' needs.
- Performs other business duties and services as needed.

SUPERVISORY RESPONSIBILITIES

Direct (directly supervises assigned staff) 0

Indirect reports (supervises through subordinate supervisors) 0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Supervises students or volunteers: No

Provides formal training to other staff: No

Leads project teams: Yes

Assigns, monitors, and examines work of staff: Yes

FINANCIAL RESPONSIBILITY

- Provides purchase recommendations in support of future planning.
- Develop and manage Service Request cost models.

SELECTION CRITERIA

Education and Experience

- Degree in a related field (e.g. business; computer science) and 2 years of related client engagement experience; or
- Diploma/Certificate/Program completion of course work and 3 years related client engagement experience; or
- 5 years of related client engagement experience;
- Experience in cost-benefit analysis (including the preparation, administration, monitoring of expenditures and reallocation of systems budgets);
- Exhibited knowledge and understanding of related technology services.
- Experience in managing client expectations;
- Contract management experience;
- Issue management experience;
- Experience in providing advice and recommendations on the technical direction to clients; and
- Experience in project management of technology projects.

Knowledge, Skills, and Abilities

- Strong interpersonal soft skills;
- Excellent customer service abilities;
- Proven ability to communicate effectively and positively both verbally and in writing;
- Managing service level agreements and/or performance metrics;
- Organizational Change Management practices;
- Project management methodologies and practices;
- Client business and requirements;
- Contract policies and procedures;
- Planning and budget processes;
- ITIL methodologies;
- Expert knowledge of client business and requirements;
- Knowledge of client contract policies, procedures, planning & budget processes;
- Manage the client's business needs effectively by identifying changing priorities, anticipating needs and operational implications, developing effective strategic and operational plans, implementing, and monitoring and evaluating results;
- Develop and present recommendations to inform executive and senior management decision-making with regard to client issues;
- Establish and maintain productive working relationships with a variety of individuals and groups to meet objectives and contribute to a variety of plans and initiatives;
- Communicate, both orally and in writing, by providing and obtaining information of a complex, nature, effectively, clearly, correctly, concisely, completely, logically, in a timely manner, and at an appropriate level and format; and
- Effectively manage resources to achieve business unit goals and objectives by managing own and other's fluctuating workloads and to supervise individual staff and work teams effectively, fairly, consistently and in accordance with established human resource principles and guidelines.

Other Requirements

REQUIRED COMPETENCIES

- | | |
|-----------------------|----------------------------|
| • Customer Focus | • Building Effective Teams |
| • Integrity and Trust | • Priority Setting |
| • Ethics and Values | • Decision Quality |
| • Motivating Others | • Business Acumen |
| • Drive for Results | • Organizing |

We take care of our people (what we offer):

Salary Package

- **Employment Type:** Full Time, Regular
- **Union/Non-Union:** Union - BCGEU
- **Salary Grid Level:** Level 30, Salary Schedule 2
- **Annual Salary:** \$125,499.23 - \$143,501.80 (Based on a 40/hr work week)
- **Office Location:** Victoria, BC - Hybrid

Benefit Package

- 15 Vacation days, with entitlement increases with service
- Maternity, Parental and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program

** This role is HIBC focused however an eligibility list will be built that can be used for all accounts**
