

Job Title: Technology Implementation Lead**Job Status:** Full-Time**Department:** Data Strategy**Job Grade:** T606**Reports To:** Senior Project Technical Lead**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 7/9/2026**Location:** Service Center

Position Summary

We are seeking an experienced and dynamic Technology Implementation Lead to spearhead the planning and deployment of enterprise application platforms. This role combines semi-technical expertise with strong leadership abilities. The ideal candidate will understand the intricacies of enterprise application platforms, manage the day-to-day tasks of cross-functional teams during the execution of technology projects, and be adept at generating enthusiasm and momentum within working groups. This individual will serve as the liaison between the Technology, Project Management Office, and business stakeholders, ensuring successful system integration and adoption.

Essential Duties & Responsibilities

- **Team Management & Collaboration:**

- Direct and coordinate multi-disciplinary teams including IT, operations, customer service, finance, and external consultants.
- Foster a collaborative environment that motivates team members, encourages innovation, and drives outstanding results.
- Act as a liaison between technical teams and non-technical stakeholders, ensuring clear communication and understanding.
- Project management support for Data Strategy may include facilitating team project discussions, administrative tasks for projects, and reporting.

- **Technical Oversight & Integration:**

- Maintain a semi-technical oversight of the enterprise application platforms implementation process, ensuring system architecture, data migration, and integration with other business systems meet required standards.
- Collaborate with Technology teams to troubleshoot issues, prioritize system enhancements, and maintain system integrity throughout the deployment phase.

- **Change Management & Communication:**

- Work with the Project Management Office on change management strategies to help all stakeholders smoothly transition to the new enterprise software platforms, including training sessions, workshops, and communication plans.
- Generate excitement and buy-in within working groups by presenting clear benefits and showcasing success stories.
- Establish feedback loops with end-users and working groups to improve system functionality and user experience continuously.

- **Risk Management & Quality Assurance:**

- Work with the Project Management Office to identify potential risks related to project scope, timelines, and resource allocation, and develop mitigation strategies to address them.
- Ensure compliance with regulatory requirements and company policies during the implementation process.
- Develop quality assurance protocols to ensure the system's performance aligns with organizational goals.

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed to not interfere with the ability to accomplish tasks, including special projects and assignments with deadlines, or negatively affect direct reports' ability to do their jobs when applicable
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site, and vehicle as applicable
- Maintain strict confidentiality of business, employee, and customer information in written and oral communications and safeguard sensitive documents
- Develop & maintain practical customer service skills for communications with co-workers, customers, and the public in general
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Stewardship, Team, Integrity, Culture, and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors Degree

application platforms implementation, data

Work Experience Time Frame: Five Years or More

management, and integration techniques. Excellent

Field of Study: Information Technology, Computer

communication and interpersonal skills, with the

Science, Business Administration, or related field

ability to translate technical details into business benefits.

Other: Strong understanding of the enterprise

Certification and Licensure Requirements

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Other Minimum Qualifications

- Proven capability to drive organizational change, inspire teams, and maintain high levels of motivation and engagement.
 - Experience working with enterprise application platforms in a utility environment
 - Advanced degree or relevant certifications (e.g., PMP, ITIL, Agile/Scrum Master) are a plus.
 - Hands-on experience with system integration tools and techniques, data migration strategies, and enterprise application solutions.
 - Ability to quickly adapt to emerging technologies and evolving business needs.
 - Education: Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field.
 - Experience: A minimum of 5 years' experience in technology project management or enterprise software platform implementation.
 - Demonstrated Competencies:
 - Proven success leading converged or multidisciplinary security programs.
 - Strong fiscal stewardship of departmental and project budgets.
 - Exceptional communication with boards, executives, regulators, and front-line staff.
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Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	☒	☐	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☒	☐	☐	☐
Microsoft Access	☒	☐	☐	☐
Microsoft Excel	☐	☐	☒	☐
Microsoft Word	☐	☐	☒	☐
Microsoft Publisher	☒	☐	☐	☐
Microsoft PowerPoint	☐	☐	☒	☐

Other Software Knowledge

Click or tap here to enter text.

Experience with Machines, Tools, Equipment and Other Work Aids

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Physical Demands

Standing: Rarely

- ☒ Making Presentations
- ☒ Observing Work Sites
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

Fine Dexterity: Constantly

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☐ Calculator
- ☒ Calibrating Equipment

Walking: Frequently

- ☒ To Other Departments/Office/Office Equipment
- ☒ Around Worksite

Lifting: Occasionally

- ☒ Supplies
- ☐ Equipment
- ☒ Files

Carrying: Occasionally

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Sitting: Constantly

- ☒ Desk Work

- ☒ Meetings

- ☐ Driving

Reaching: Frequently

- ☒ For Supplies

- ☒ For Files

Handling: Constantly

- ☒ Paperwork

- ☐ Monies

Kneeling: Occasionally

- ☒ Filing in Lower Drawers

- ☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- ☒ File Drawers

- ☒ Equipment

- ☒ Table and Chairs

- ☐ Hose

Climbing: Rarely

- ☒ Stairs

- ☒ Ladder

- ☒ Step Stool

- ☐ Onto Equipment

Vision: Constantly

- ☒ Reading
- ☒ Computer Screen
- ☒ Driving
- ☒ Observing Worksite

Foot Controls: Rarely

- ☒ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Rarely

- ☐ On Ladder
- ☐ On Equipment
- ☒ On Step Stool

Bending: Occasionally

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☒ Making Repairs

Other: None**Crouching:** Occasionally

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

Crawling: Never

- ☐ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

Hearing: Constantly

- ☒ Communication Via Telephone/Radio/To Co-Workers/Public
- ☒ Listening to Equipment

Twisting: Constantly

- ☒ From Computer to Telephone
- ☐ Getting Inside Vehicle

Talking: Constantly

- ☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	☒	☐	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐	☐
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	☒	☐	☐	☐	☐	☐
Noise and Vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐	☐
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	☒	☐	☐	☐	☐	☐

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	☒	☐	☐	☐	☐
Chemical Hazards	☒	☐	☐	☐	☐
Electrical Hazards	☒	☐	☐	☐	☐
Fire Hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable Diseases	☒	☐	☐	☐	☐
Physical Danger or Abuse	☒	☐	☐	☐	☐

Other: None

Primary Work Environment: Office Environment

Other: Outdoors/Field

Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☒ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	☐	☐	☐	☒	☐
Emergency Situations	☐	☐	☒	☐	☐
Frequent Change of Task	☐	☐	☐	☒	☐
Irregular Schedule/Overtime	☐	☐	☒	☐	☐

Performing Multiple Tasks Simultaneously	☐	☐	☒	☐	☐
Working Closely with Others as Part of a Team	☐	☐	☐	☐	☒
Tedious or Exacting Work	☐	☐	☐	☒	☐
Noisy/Distracting Environment	☐	☐	☒	☐	☐

Other: None

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date