

1. Position No. 80642, 80650, 80662, 80820, 81488	2. Descriptive Working Title MANAGER, BUSINESS APPLICATIONS DEVELOPMENT		3. Present Classification Excluded Mgmt
4. Branch Information Management & Technology (IMT)	5. Department Analytics and Systems Development	6. Work Location Hybrid - Site Central	Date Dec 2020 Revised Jul 2023
7. Position No. of Supervisor 80255, 80482	8. Descriptive Work Title of Supervisor Manager, Systems Development Manager, Data Analytics and Integration		9. Classification of Supervisor Excluded Mgmt

POSITION SUMMARY

Reporting to the assigned supervisor, the Manager, Business Applications Development is responsible for overseeing activities and resources related to the design, configuration, implementation, and maintenance of technical solutions that make up BC Housing's mission-critical packaged / custom software and reporting applications. He/she/they collaborate with system and infrastructure administrators to ensure seamless delivery of services to clients.

MAJOR RESPONSIBILITIES

1. Manages the technical design, configuration/code, implementation, and maintenance of mission-critical packaged/ custom software and reporting applications, working in conjunction with Business Systems Analysts, other Information Management Technology (IMT) managers, and business owners to achieve business goals.
2. Leads the development team in completing projects and operational deliverables; ensures staff, consultants, and contractors comply with client requirements, technical standards / best practices and project priorities, and reviews and signs off on work performed by the team; escalates issues to the appropriate Manager.
3. Manages the operational support for production software applications. Works closely with Business Systems Analyst and Technical Services team to ensure close collaboration when resolving system issues. Serves as an escalation point for the team on technical issues.
4. Assists manager in developing and enforcing standards, guidelines, methodologies, techniques, and tools for design, configuration, testing, training, implementation, and maintenance of software applications. Reviews technical specifications.
5. Participates in application design planning sessions with clients and other IMT staff. Analyzes and translates business requirements and functional specifications into technical specifications for applications and reports. Reviews and obtains approval of the application design from manager.
6. Assesses requirements for new and enhanced functionalities, conducts feasibility studies, identifies impact on existing applications, operating systems, hardware, and networks as well as organizational impacts on staffing resources, customer services, capital costs and training/educational requirements; determines options and recommends solutions to meet requirements.
7. Oversees quality assurance of applications, system testing, conducts code review, and works with the Release Management to migrate source code and executables from non-production environments to the production environment, ensuring that the application works in production.

8. Assesses the performance of applications to ensure business needs are continually being met and manages the development and implementation of improvements to increase efficiency, effectiveness, and reliability. Works with the IMT Technical Services team to ensure applications and their associated databases are performing optimally.
9. Ensures that technical documentation is current and is modified to reflect enhancement and maintenance changes. Ensures that proper documentation artifacts on BC Housing intellectual property are delivered and maintained by the project.
10. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with the information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion, and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.
11. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations, and participating in task force, project teams and committee work.

ORGANIZATION

The Manager, Business Applications Development reports to Manager, Systems Development or Manager, Data Analytics and Integration.

The position supervises a team of staff, including excluded and bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Diploma in Information Technology or equivalent combination of education and experience

Extensive IT industry experience specifically focused on IT solutions in an Oracle or Microsoft environment.

Considerable experience in one or more of the following:

- Designing, developing, and supporting operational and analytical reports
- Designing, developing, and supporting applications within the Microsoft .NET framework or JAVA or Microsoft Power Platform
- Designing, developing, and supporting web applications, interface engines, Service Oriented Architecture (SOA), and Web Services consumed by both internal and external applications
- Designing, developing, and supporting data integrations and/or integration between systems, including Application Programming Interface (APIs), Extract, Transform, Load/ Extract, Load, Transform (ETL/ELT)
- Programming in Oracle SQL and PL/SQL
- Designing, developing, and supporting Oracle Siebel, Oracle PeopleSoft, Oracle JD Edwards, Microsoft Dynamics, and Microsoft SharePoint
- Using Visual Studio, Team Foundation Server, and Azure DevOps source control and branching
- Configuring and troubleshooting Oracle WebLogic or Microsoft IIS environments

Considerable experience as a team lead.

Or an equivalent combination of education, training, and experience acceptable to the employer.

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies

- Alignment & Results
- Team Development
- Relationship Building/Management

Sound knowledge of interface development standards, methodologies, tools, and technologies.

Sound knowledge of transportation protocols, messaging and transaction systems, Java and J2EE runtime environments, ERP and database systems, message formats, and distributed systems architectures.

Sound knowledge of data modeling, use cases, process flow mapping, and entity relationship diagrams.

Sound understanding of business applications such as ERP.

Sound understanding of relational database concepts and interpreting data models.

Sound understanding of data warehouse concepts and experience working with data warehouses and data marts.

Sound knowledge and understanding of data and system integration concepts, such as bulk data transfer and real-time integrations.

Ability to document complex business requirements and test scenarios, and design and develop custom interfaces using a broad set of programming and analytical skills.

Ability to identify, diagnose, and troubleshoot problems related to technology.

Ability to provide leadership and work effectively within a team made up of business users and technical analysts.

Ability to generate and articulate new ideas and adapt effectively to new technologies.

Ability to excel in working under pressure to meet deadlines and changing priorities.

Ability to exercise good judgment in dealing with matters of a confidential nature.

Strong technical documentation and planning skills.

Strong analytical and problem-solving skills.

Strong communication, interpersonal, project management, organization, and leadership skills.

Criminal Record Check Required