1. Position No. 80642, 80650, 80662, 80820 80268, 81488	2.Descriptive Working Title Manager, Business Applications Development		3. Present Classification Excluded Management
4. Branch Corporate Services	5. Department Information Technology	6. Proposed	Date Revised Dec 2020
7. Position No. of Supervisor 80255, 80482	8. Descriptive Work Title of Supervisor Manager, Systems Development Manager, Data Analytics & Integration		9. Classification of Supervisor Excluded Management

SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for delivering a range of housing programs for British Columbians. BC Housing works in partnership with the private, non-profit and co-operative sectors, Indigenous communities, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options. New housing is created across the housing continuum, from supportive housing for the homeless to affordable rental and owner-purchased housing for middle income British Columbians. BC Housing also has responsibilities related to licensing of residential builders, home warranty insurance, and research and education to improve the quality of residential construction and consumer protection. BC Housing's annual budget in 2020/21 is $1.6 billion, with approximately 117,616 households benefitting from affordable housing programs in over 300 communities across the province.

In delivering on our strategic direction and mandate, BC Housing is also committed to working in partnership with Indigenous peoples to embrace and implement the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission of Canada (TRC): Calls to Action.   BC Housing is also committed to taking action towards the goals of equity, diversity, inclusion and belonging in the work we do, involving employees, our partners and the people we serve through our programs and services. BC Housing's commitment to sustainability is reflected in our livegreen Housing Sustainability plan.

Corporate Services is responsible for providing a full range of financial, administrative and information management, legal, program analysis and corporate planning services for the Commission. The Branch develops financial policies and controls, undertakes budgeting, accounting, reporting, cash management and investing activities, oversees mortgage administration for BC Housing and Provincial Rental Housing Corporation (PRHC), and provides construction financing through the Commission's status as a National Housing Act approved lender. The Branch is instrumental in creating financial and business solutions to promote and advance construction and development projects and working with the non-profit housing sector in initiatives to maximize the allocation of funds and return on investments. The Branch is responsible for information technology development and operations, and for corporate administration including business support services, purchasing, risk management and insurance, facilities and records management, and FOI and Ombudsman liaison. The Branch also provides program analysis, corporate research/planning, and legal services and advice in advancing and supporting the achievement of Commission objectives.

POSITION SUMMARY

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 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, maintenance of mission-critical packaged/ custom software and reporting applications, working in conjunction with Business Systems Analysts, other IT 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; escalate 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 IT staff. Analyzes and translates business requirements and functional specification 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 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 IT 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 an environment that allows for a supportive and progressive attitude among staff, and promotes improved performance through counselling and coaching and by ensuring that staff is provided with information and training necessary for the conduct of their assigned duties. Completes performance evaluations, determines performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Has significant input into hiring, promotion and demotion decisions, recommends changes in compensation of staff and authorizes overtime. Resolves grievances up to the second stage of the grievance process. Identifies to senior management appropriate collective agreement wording to serve the employer's interests in achieving operational goals and objectives, and may participate on the negotiating committee as a management representative. Determines resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.

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 that may include excluded and bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Degree or Diploma in Information Technology or equivalent combination of education and experience

Minimum 7+ years of IT industry experience specifically focused on IT solutions in an Oracle or Microsoft environment, with minimum 2+ years of experience as a team lead
- Programming in Oracle SQL and PL/SQL
- Programming in MS SQL, experience with Azure SQL server preferred
- Using Visual Studio, Team Foundation Server and Azure DevOps source control and branching
- Designing, developing and supporting operational and analytical reports
- Designing, developing and supporting applications within the Microsoft .NET framework or JAVA
- Designing, developing and supporting web applications
- Strong understanding of relational database concepts and interpreting data models
- Strong understanding of data warehouse concepts and experience working with data warehouses and data marts
- Designing, developing and supporting interface engines, SOA, Web Services consumed by both internal and external applications
- Configuring and troubleshooting Oracle WebLogic or Microsoft IIS environments

Knowledge, Skills and Abilities

Core Competencies	Leadership Competencies:
- Personal Effectiveness - Communication - Teamwork - Results Oriented - Service Oriented	- Team Development - Alignment & Results - Relationship Building

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

Broad understanding of business applications such as ERP

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 of 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

Self-motivated and directed, and ability to work effectively with minimal supervision

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

Strong analytical and problem-solving skills