

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Enterprise Application Solutions Lead

**Job ID:** Band328

**Classification:** Group C

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Information Technology Service Operations

**Unit:**

**Reports to:** Assistant Director, IT Operations

**Security Screening:** Yes

**Union/Excluded:** Excluded

### BRANCH DESCRIPTION

The Information Technology Service Operations branch (ITSO) provides the IT services to the BC Pension Corporation including; IT Infrastructure, IT Operations (ITIL aligned including aspects such as Service Desk, End User Support, Incident Management, etc.) and Enterprise COTS Application Management. The Information Technology Service Operations branch ensures that systems, services, and infrastructure work reliably and securely.

### JOB SUMMARY

Accountable for providing technical leadership to a team responsible for the designing, managing, maintaining, monitoring and supporting business solutions based on integrating a variety of COTS, SaaS, and custom software applications and other technology solutions. Ensures appropriate technical solutions are delivered, appropriate governance is applied, risks and technical debts are mitigated, issues are resolved and sound sustainable technical solutions are successfully implemented.

In consultation with other functional areas makes recommendations regarding the approach for implementation of new or changed business requirements, new features, technical debt and required maintenance and advises senior management regarding appropriate actions to support those changes. They understand business requirements, integrate IT solutions that meet the business needs and align to enterprise architecture, and are accountable for solution and support documentation. Using skills and expertise in incident and problem management guides the team in delivering IT support services to our clients.

As custodian of the deep knowledge of all BC Pension Corporation (BCPC) supported COTS and SaaS based systems and solutions, works with, among others, Solution Engineers (SE) and Enterprise Architects (EA), BCPC managed service partners, SaaS providers and Cloud providers to understand the behaviors of various system components and dependencies and ensures an up to date knowledge base is maintained. In collaboration with SE and EA, this position identifies deficiencies or gaps in system processes, proposes system enhancements, identifies opportunities for continuous improvement and works closely with relevant teams to architect solutions for long term scalability of the COTS and SaaS based system/solutions environments.

### JOB RESPONSIBILITIES

#### Operations

- Leads a team to ensure delivery of technical requirements and architecture and design deliverables required for implementation to meet business needs.
- Leads the transitions of projects and enhancements to operations team.
- Ensures solutions have effective and efficient operational support, including development of non-functional requirements in support of this.
- Provides level 2/3 support by diagnosing and resolving both routine and complex problems with the solutions through effective root cause analysis.
- Managing vendor relationships and support Vendor Management program.
- Leads the development and implementation of COTS and SaaS policies, procedures, standards, training and technologies to ensure a comprehensive and consistent environment that minimizes security risks to the corporation and its stakeholders.

#### Team Member

- Key team member on the Enterprise Applications Team, responsible for the management and facilitation of system change implementation and maintenance of system currency as new features are introduced and developed.
- Works directly with various roles such as Enterprise Architects, Solution Engineers, Business Systems Analysts, Developers, etc. to understand business requirements, evaluate options and recommend COTS / SaaS based solution options, that meet the business needs.

#### Team Management

- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Monitoring direct reports' completion of performance plans within established timeframes.
- Managing team conflicts and addressing job-related performance issues

- Working closely with Enterprise Architecture, develops a comprehensive understanding of how different SaaS/COTS solutions map to business needs. Recommends and designs solutions in accordance with this understanding and architectural guidance.
- Coordinates and facilitate the implementation of system changes and maintain system currency as new features are introduced /developed.
- Identifies technical considerations in project planning, including risk mitigation, task identification, estimating, task dependencies, and resource identification.
- Supports complete, integrated solutions spanning multiple technology areas (application, database, middleware, security, etc.) and providers. Examines, documents, and explains technical implications as related to portfolio/project planning, specifically risk mitigation, task identification, estimates, task dependencies, and resource requirements.
- Manages dependencies across both systems and projects.

#### Infrastructure

- Collaborates with Architects and Solutions Engineers to gain a deep understanding of the system integration, determine the high level solution, and ensure architectural alignment on the technical solutions for implementation.
- Develops non-functional requirements in collaboration with the business and other functional areas (BAs, BSAs).
- Ensures delivery of technical requirements, architecture and design deliverables required for implementation across multiple providers.
- Establishes short- and long-term plans for technology introduction, updates and sunseting (lifecycle).

#### Business Knowledge

- In collaboration with the team, creates, recommends and recommends technical solutions against business requirements.
- Ensures that business objectives are aligned with technical and management objectives.
- Be forward looking to identify and address conflicting needs while balancing the short-term project needs with the long-term business and technology objectives.

#### Security

- Understand the impacts of IT security systems and policies (as they apply to system and application solutions).

## EDUCATION

### Degree/Diploma Obtained

### Program of Study

- Degree in Computer Science or a related discipline.
- An equivalent combination of education, training and experience may be considered.

## EXPERIENCE

### Years of Experience

### Type of Experience

- Five or more years of experience in designing, building, configuring, testing, integrating, administering and supporting enterprise-wide COTS and cloud SaaS based solutions, including upgrades and change planning, coordination of changes, process improvement, technical documentation, and Tier 2/3 operational support. Preference may be given to candidates with seven years of experience.
- Five or more years of experiences in designing, building, configuring, testing, administering and supporting solutions based on SharePoint and integrating with Microsoft Office 365, Teams, OneDrive, Power Apps and other Microsoft products/services.
- Three or more years of leading and managing technical teams, including assignment of work and development and evaluation of performance plans. Preference may be given to candidates with the following:
- Experience in software development lifecycle (Waterfall, Agile, Scrum, DevOps) including scripting/PowerShell.
- System design, planning, implementation, and documentation experience.

## KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated leadership skills, with proven ability to motivate, influence and coach others, resolve conflict and work in a changing environment.
- Strong technical writing and documentation skills.
- Ability to broker effective relationships across the organization to further achieve the corporate goals.
- Familiarity with heterogeneous network, operating system, and database environments.
- Effective technical problem solving across complex environments.
- Knowledge of project management practices, standards and approaches.
- Ability to balance tactical and strategic objectives and think beyond the immediate need partnered with an ability to analyze situations/problems systematically and deliver effective right-sized solutions in a timely manner.
- Familiarity with IT security systems and policies and how they impact technical solutions/applications.
- Excellent verbal and written communication skills, with the ability to adapt communication style for technical and non-technical audiences.
- Proactive and self-directed with excellent organizing, planning and time management skills with an ability to progress on multiple assignments at once.
- Knowledge and ability of both waterfall and agile systems development life cycle.
- Ability to provide excellent customer-service, listening, and communications skills with a client-service focus.
- Knowledge of ITIL processes and tools.

Knowledge in the following is considered an asset:

- Release management practices.
- Business functions of the BC Pension Corporation.

## CORE COMPETENCIES

**Enabling & Inspiring L2 - Leading Others**

Motivating, supporting and enabling others to succeed.

- Encourages and values others' input.
  - Enables others to demonstrate their competence and capability.
  - Coaches and supports others to realize their full potential.
  - Empowers others to take initiative and try new approaches.
  - Diffuses workplace tension or conflict to enable a productive workplace.
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**Leadership Courage L2 - Leading Others**

Saying and doing the right thing despite potential risk.

- Demonstrates awareness of when to influence and when to be influenced.
  - Asks challenging questions in a respectful/constructive manner.
  - Addresses challenging situations in a timely and direct manner.
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**Insight & Impact L2 - Leading Others**

Understanding self and others in order to be a positive influence as a leader.

- Considers others' viewpoints and needs when formulating a persuasive rationale.
  - Considers others' potential responses.
  - Demonstrates authenticity by sharing own thoughts, feelings and experiences as appropriate.
  - Remains calm under pressure to help others cope.
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**Navigating Change L3**

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Creates a culture that encourages change, innovation and improvement.
  - Applies change management models, principles and practices.
  - Translates change strategies into specific direction and focus.
  - Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
  - Removes barriers to change.
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**Embracing Learning L2**

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
  - Pursues challenging experiences beyond current position to add value in own area.
  - Helps others identify learning needs to meet current job requirements.
  - Provides honest, timely, clear and specific feedback to others.
  - Ensures people are provided appropriate training within available budget and resources.
  - Encourages people to reach their full potential.
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**Client Orientation L3**

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.
  - Represents client needs to more senior management.
  - Provides advice on complex problems and initiatives.
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**Accountability L3**

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes standards and measures to achieve desired results.
  - Allocates resources and assigns responsibilities to achieve organizational objectives.
  - Supports others in driving behavioural and performance expectations.
  - Entrusts others with responsibility for achieving results.
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**Inspiring Trust L3**

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
  - Promotes dialogue and shared understanding on business issues.
  - Communicates complex issues clearly and credibly with varied audiences.
  - Confidently and effectively expresses contrary opinions and own perspectives.
  - Accepts alternate perspectives in support of business interests.
  - Models trust in others to do their jobs.
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**Decision Making L2**

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
- Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
- Uses sound business sense to make decisions.
- Considers risks when identifying or recommending options.

- Provides context and rationale for decisions.
  - Provides information to others to support decision making on complex issues.
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### **Organizational Focus L2**

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.