BC PENSION CORPORATION

JOB DESCRIPTION

JOB DETAILS

Job Title:	Team Lead, Technical Shared Services	**Job ID:**	IS3021
Classification:	Information Systems R30	**Classification Date: (MM/DD/YYYY)**	
Branch:	Information Technology Services	**Unit:**	
Reports to:	Assistant Director Enterprise DevOps	**Security Screening:**	Yes
Union/Excluded:	BCGEU		

BRANCH DESCRIPTION

The Information Technology Services branch (ITS) provides the IT services to the BC Pension Corporation including; IT Operations, Application Development & Maintenance, Quality Assurance, Deployment and Mid-tier, and Service Management. Services are delivered from a team of dedicated contributors who provide ongoing support and transformational services to facilitate the execution of the 12/21 corporate strategy. This is an excellent opportunity for those interested in working with a team of professionals who enjoy a challenging and rewarding environment.

JOB SUMMARY

The Team Lead, Technical Shared Services manages and leads a team of technical experts that are responsible for platform management (for application development) and Application Lifecycle Management (ALM) tools management.

The team determines approaches, processes, and procedures for integrating new technology into the existing and new application infrastructure(s); defines, implements and maintains core application infrastructure; and manages ALM solutions that automate processes and enable product teams to deliver quality applications.

Within the scope of these areas, this position will provide guidance and direction in the adoption of best practices and standards, establish processes and standards to ensure quality services are delivered, and ensures the development platform is robust and supports current and future applications.

JOB RESPONSIBILITIES

• Accountable for the direction, management and deliverables of the Platform Management Team and ALM Tools Team.
• Manages and leads staff including recruiting, assignment of work, performance management, training and development, and approval of time and leave requests.
• Builds effective service teams in a matrix reporting structure, and develops appropriate and effective service management, teamwork, and communication practices.
• Represents the branch in a variety of committees, working groups, and communities of practice.
• Maintains effective working relationships with clients, business partners, vendors and contractors.
• Participates in the procurement of products and services and assists with contract management functions and contractor supervision.
• Provides technical expertise and recommendations in planning, sourcing and procurement strategies.
• Manages the oversight, coordination and implementation of managed services provided by external vendors.
• Provides branch Directors with technical advice and recommendations to support business decision-making.
• Supports the development and detailed design of shared technical service standards, configuration standards, and implementation plans to ensure technical alignment of solutions.
• Develops technology and service roadmaps, plans and strategies, and ensures roadmap activities are prioritized, resourced, and implemented.
• Assesses the timing of new infrastructure releases due to emerging technology, and scheduling technical resources for upgrading the application infrastructure (middleware, database, etc.) and existing components.
• Responsible for ensuring application infrastructure and tools are in compliance with N-1 policy.
• Identifies the appropriate ALM tool(s), integrated product or utility, either from an external source or internally, to allow product teams to deliver the corporation's business applications.
• Recommends and documents technical standards that determine the development and implementation of application infrastructure ensuring these applications are developed, implemented, and maintained using the defined standards.
• Responsible for technical projects and assigns technical resources in a matrix or virtual team structure.

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 years of recent experience in a complex application environment, supporting large, diverse, corporate business applications.
• A minimum of four years of recent experience supervising and leading technical staff;
• A minimum of two years of recent experience planning, managing, and implementing platform upgrades;
• A minimum of two years of recent experience managing/implementing ALM or development tools.
Preferred:
• Experience creating, implementing and documenting technical processes and standards.
• Experience in application development with a variety of system development methodologies (Waterfall, Agile, Scrum, DevOps).
• Experience with IT change and release management processes.
• Experience with contract and vendor management, including managed services.

KNOWLEDGE, SKILLS & ABILITIES

• Demonstrated leadership skills with an ability to motivate/influence others and work in a changing environment.
• A track record for developing creative and strategically sound solutions and demonstrating excellent judgment.
• Excellent analytical, problem-solving and decision-making skills.
• Proactive and self-directed with excellent organizing, prioritization, planning and time management skills.
• Proven ability to successfully manage multiple assignments at once.
• Strong verbal and written communication skills, with the ability to adapt communication style for technical and non-technical audiences.
• Demonstrated ability to manage needs of multiple stakeholders through prioritization, negotiation and effective communications.
• Ability to broker healthy relationships across the organization and establish credibility with varied audiences.
• Ability to work within a matrix or virtual team structure ensuring a clear understanding of your responsibilities and accountabilities to the various entities.
• Knowledge of application development in the context of a variety of system development methodologies (Waterfall, Agile, Scrum, DevOps).
Knowledge of project management methodologies.

CORE COMPETENCIES

Navigating Change L2
Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

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.

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.

Accountability L2
Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
- Helps people improve performance to maximize results.
- Holds people accountable for meeting established expectations.
- Evaluates progress against established goals and objectives.

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.

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.

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.