JOB DESCRIPTION

Job Title: Assistant Director, Solution Engineering   **Job ID:** Band433

Classification: Band 4   **Classification Date:
(MM/DD/YYYY)**

Branch: Information Technology Services   **Unit:**

Reports to: Director, Information Technology   **Security Screening:** Yes

Union/Excluded: Excluded

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

Reporting to the Director, Information Technology Services, the Assistant Director (AD), Solution Engineering manages and leads a team of technical experts that are responsible for the practical application of the BC Pension Corporation enterprise architecture in support of operations and BC Pension Corporation's 12|21 strategy.

The Solution Engineering team is responsible for the technical system integration within and across systems in the corporate product portfolio, ensuring the appropriate technical solutions are being delivered, appropriate governance is applied, risks and technical deficits are mitigated, issues are resolved and sound sustainable technical solutions are successfully implemented. The team ensures that the solutions implemented are as intended and that technical debt is both managed and maintainable.

The Solution Engineering team consists of Technical Integration Managers, Solution Engineers and Architects (application, data and technical). The team supports operations, product teams, projects, managed service partners, SAAS providers and Cloud providers in the delivery, implementation and improvement to technical solutions used by the corporation.

The AD, Solution Engineering will be a significant contributor to the Technical Risk Governance Committee (TRGC). The TRGC oversees the Corporation's technology strategy, architecture, services, solutions and products balancing total cost of ownership with operational commitments and strategic direction. The TRGC mandate is to assess risk through a balance of technical and cost assessments with the goal of managing and reducing technical debt over time.

JOB RESPONSIBILITIES

• Provides strong, effective and highly visible leadership to capitalize on the full potential of the team.
• Manages and leads staff including assignment of work, development and evaluation of performance plans, coaching and developing staff, supporting staff through transition, approving leave, responding to grievances and initiating the discipline process.
• Determines and identifies staffing resources and recruitment needs, succession planning, and training needs for the team.
• Co-develops the branch operating budget, manages the financial and human resources of assigned area.
• Participates in the procurement of products and services and assists with contract management functions and contractor supervision.
• Liaises with and offers direction to the organization (executive, directors, different governance committees, etc.), as necessary, on emerging information technology trends.
• Understands business requirements and integrates IT solutions that meet the business needs and align to enterprise architecture.
• Makes recommendations regarding the approach for implementation of new or changed business needs, new features/technologies, technical deficits and required maintenance and advises senior management regarding appropriate actions to support those changes.
• Ensures the integration of new technology into the existing and new application infrastructure(s) minimizes technical debt.
• Leads technology planning sessions, including short term tactical capacity planning.
• Assesses the timing of changes to infrastructure and applications due to emerging technology.
• Develops technology and service roadmaps, plans and strategies, and ensures roadmap activities are prioritized, resourced, and implemented.
• Participates in the preparation and ensures the implementation of necessary standards, procedures and guidelines are applied to all solutions.

• Supports the development and detailed design of shared technical service standards, configuration standards, and implementation plans to ensure technical alignment of solutions.
• Ensures solution/system documentation is created and maintained.
• Represents the branch in a variety of committees, working groups, and communities of practice.
• Develops and maintains effective working relationships with clients, business partners, vendors and contractors, working collaboratively across all levels of the organization to ensure successful outcomes.
• Provides input to concept proposals and Impact assessments through the Enterprise Life Cycle.

EDUCATION

Degree/Diploma Obtained	Program of Study

• Degree or diploma in Computer science, Engineering, or a related field.
• An equivalent combination of education, training and experience may be considered.

EXPERIENCE

Years of Experience	Type of Experience

• A minimum of eight years of progressive experience with information technology.
• Four years of recent experience leading and supervising a team of technical staff.
• Recent experience with infrastructure, applications (COTS & custom), integration and solution design.
Preferred:
• Experience in the following methodologies: Service Oriented Architectures (SOA), Event Driven Architecture (EDA), and Enterprise Service Bus (EBS).
• Experience with integration of the following technologies: Oracle, Java, TIBCO, Web Services, Cloud, MSO365.
• Experience with architecture frameworks, standards, and guidelines (e.g. TOGAF, Zachman Framework or other industry frameworks), including business / information / application / technology / security architectures.
• Experience in DevOps Processes, including Scrum, ITIL processes and best practices, pension industry and pension plans

KNOWLEDGE, SKILLS & ABILITIES

• Demonstrated leadership skills, with proven ability to motivate and influence and coach others, resolve conflict and work in a changing environment.
• Ability to integrate and identify information and technology-enabled opportunities to solve business pressures/needs.
• Broad knowledge of infrastructure, applications (COTS & custom), integration and solution design.
• Proven success in managing a business area including managing operations, staff and budgets.
• Success in supporting client business processes through effective delivery of IT solutions and services.
• Proven ability to meet client business priorities by identifying relevant solutions.
• Demonstrated ability to implement and manage adherence to best practice and procedures.
• Proven ability to develop creative and strategically sound solutions in a changing environment and demonstrate excellent judgment.
• Strong communicator with proven interpersonal, presentation and writing skills.
• Skilled in architecture/design quality assurance at the project and enterprise level.
• Skilled in strategic, tactical and operational planning.
• Ability to maintain, monitor and enforce enterprise-wide standards.
• Ability to serve all levels of an organization and deal successfully with executives, client groups, external partners, work teams and committees.
• Knowledge of both waterfall and agile systems development life cycle.
• Ability to work in a complex enterprise IM/IT operations and projects with multiple interdependencies.

CORE COMPETENCIES

Enabling & Inspiring L3 - Leading Others
Motivating, supporting and enabling others to succeed.

- Gives responsibility to staff based on their competence and capability.
- Creates an environment where others strive for improved performance and productivity.
- Demonstrates respect and effective collaboration as a model for the organization.
- Cultivates an environment of enthusiasm and optimism within the team and across the organization.
- Integrates the contributions of others into organizational initiatives.

Leadership Courage L3 - Leading Others
Saying and doing the right thing despite potential risk.

- Acts with the courage of his/her convictions without guarantee of success or reward.

- Recognizes competing viewpoints/interests and seeks common understanding and/or solutions.
- Reassesses position in the face of justified resistance.

Insight & Impact L3 - Leading Others
Understanding self and others in order to be a positive influence as a leader.

- Considers competing interests to address key concerns and to achieve desirable outcomes.
- Demonstrates self-assurance/confidence in own core beliefs and values while maintaining connection with others.
- Manages one's emotions sufficiently to allow for, and invite, different perspectives and opinions

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.

Embracing Learning L3
Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Ensures that developmental opportunities and resources are available to employees.
- Ensures adequate time is made available for staff development.
- Effectively utilizes the strengths and talents of others to achieve business results.
- Undertakes development opportunities to meet future organizational needs.
- Role models continuous learning.
- Identifies high potential individuals and provides them with targeted opportunities for growth.

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 L4
Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes and continues to reinforce a culture of accountability.
- Establishes performance metrics to align with the business and strategic plans.
- Aligns resources to meet organizational objectives.
- Models 'taking responsibility' for results and delivering on commitments.

Inspiring Trust L4
Inspiring confidence by demonstrating integrity and building credibility.

- Builds an environment that encourages open and honest dialogue.
- Demonstrates visibility and accessibility to staff throughout the organization.
- Conveys difficult messages openly and honestly.
- Inspires trust and confidence in the organization among key stakeholders and the public in general.

Decision Making L4
Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Delegates decision making to the appropriate level.
- Makes higher risk strategic decisions that have significant consequences.
- Makes decisions that reflect understanding and assessment of operational, organizational, and political realities and risks.
- Ensures decisions are aligned with the strategic direction.
- Reaches decisions assuredly in an environment of public scrutiny.

Organizational Focus L3
Aligning work priorities, processes and practices to achieve the strategic direction.

- Demonstrates an understanding of interdependencies across the organization (i.e. systems thinking).
- Responds to emerging trends with initiatives that are aligned with the organization's strategy.

- Translates strategic goals into specific operational initiatives.
- Ensures work unit objectives are aligned with the strategic goals.
- Balances short term needs of the organization and its people with the achievement of longer-term goals and strategies.
- Applies understanding of organizational context in dealing with complex issues.
- Aligns business operations across the organization.