

JOB DESCRIPTION

JOB DETAILS

Job Title: Release Coordinator

Job ID: IS2728

Classification: Information Systems R27

Classification Date: 05/14/2019
(MM/DD/YYYY)

Branch: Information Technology Services

Unit: TIS-Quality Assurance & Deploy

Reports to: Release Manager

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

Reporting to the Enterprise Release Manager, the Release Coordinator is responsible for the planning and coordination of all phases and activities involved in the release of multiple applications to various environments (Production, Maintenance and Test). This position will facilitate release meetings, develop release recommendations and create release deployment plans based on input from multiple stakeholders (internal and external) for various product and platform teams. The Release Coordinator identifies priorities, conflicts, dependencies, and risks for releases. This position also provides input into the release deployment plan and verifies that all releases contain the deliverables planned in the release plan.

JOB RESPONSIBILITIES

1. Release Planning

- Reviews the Enterprise Release Plan and communicates requirements to product teams to meet the timelines established during regular planning cycles.
- Works with product team scrum master, product owner and technical integration manager to ensure integration between associated products.
- Leads release planning sessions with Technical Integration Managers to determine release scope, define release deliverables and develop release timelines to align with the direction of the of the enterprise Release Plan.
- Facilitates release planning meetings with key stakeholders to identify proper sequencing of release packages.
- Identifies risks and issues related to release deployment and planning in order to mitigate any challenges in meeting the Enterprise Release Plan.
- Defines and documents the release recommendation for each product and/or change to production. Includes release scope, schedule, deliverables, and roll back plan.
- Reviews release recommendation with product teams.
- Maintains release management schedule for all applications and environments.
- Documents and communicates all changes for a release in release notes.
- Attends various meetings (eg. sprint planning, change advisory board) to understand the broader impacts pertaining to releases.

2. Release Management

- Coordinates release acceptance criteria for each product release.
- Coordinates and schedules key changes to production. This includes the tracking of all elements with key stakeholders as the changes moves through environments into production.
- Supports release execution by monitoring each phase of the release. Validates the release as it progresses thru various release gates and test phases, alerts appropriate stakeholders of any errors or issues that need to be addressed.
- Provides release coordination, outage information and communication before, during and after deployment.
- Creates requests for change (RFC) to production and obtains appropriate approvals.
- Facilitates emergency and patch releases from production incident identification to incident closure after release.
- Negotiates changes to agreed commitments with senior product team and update release schedules as appropriate.
- Mitigates conflict with clients and stakeholders to ensure resolution.

3. Release Standards and Processes

- Identifies opportunities to make improvements to the release management process.
- Maintains documentation of all processes.
- Creates and communicates release management standards to be followed by product teams on the release methodology and strategy.
- Conducts post implementation review of release management standards and identifies the need to modify or retire a standard based on the feedback.
- Integrates the release process with other IT processes including ITSM and Waterfall/Agile processes.

EDUCATION

Degree/Diploma Obtained

Program of Study

- University degree in Information Technology, Computer Science, or related discipline and (3) years related experience; OR
- Diploma in Information Technology, Computer Science, or related discipline and (4) years related experience; OR
- Certificate in Information Technology, Computer Science or related discipline, or program completion, or some course work, and (5) years related experience; OR
- An equivalent combination of related education, training and (6) years practical experience.

EXPERIENCE

Years of Experience

Type of Experience

- Experience in planning, and coordinating of all phases and activities involved in the release of multiple applications.
- Experience creating, implementing and documenting release standards and processes.
- Experience in managing/implementing release tools.
- Experience planning and executing release and deployment plans.
- Experience with release management processes.
- Familiarity with change management processes.
- Experience in the following is desirable:
 - JIRA and Confluence; and
 - ServiceNow

KNOWLEDGE, SKILLS & ABILITIES

- Understands broad scope (impacts, risk etc) of releases across product and platform teams.
- Demonstrated leadership skills with an ability to motivate and influence others and work in a changing environment.
- Skilled at developing creative and strategically sound solutions and demonstrating excellent judgment.
- Demonstrated ability to manage needs of multiple stakeholders through prioritization, negotiation and effective communications.
- Excellent verbal and written communication skills.
- Proven client relationship management skills.
- Proactive and self-directed with excellent organizing, planning and time management skills and able to progress on multiple assignments at once.
- 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).
- Familiarity with project management methodologies.
- Excellent analytical, problem-solving and decision-making skills.
- Excellent organization, prioritization and cross-team coordination skills

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.