CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(INFORMATION TECHNOLOGY DIVISION – BUSINESS APPLICATIONS - LOCATION – 55 YORK BLVD., 6th FLOOR)

SUPERVISOR, BUSINESS APPLICATIONS (SOLUTIONS SUPPORT SERVICES)

SUMMARY OF DUTIES

Reporting to the Manager of Business Applications, the Supervisor, Business Applications (Solutions Support Services), facilitates the effective use of corporate resources including business applications, technologies, databases, processes and employees to meet the strategic and operational business needs of internal and external agencies. Through project and operational roles, the Supervisor ensures the accurate definition of application requirements including business, functional and technical specifications and designs. The Supervisor oversees the development and implementation of projects and operational programs. The Supervisor negotiates, and oversees the development and documentation of processes and procedures for maintenance and support of custom and/or packaged technology solutions by internal staff and vendor contracts.

GENERAL DUTIES

The Supervisor provides leadership and day to day management of the work and performance of a team of business applications staff that implement and support corporate and departmental business processes and software solutions to the City of Hamilton.

The Supervisor leads Information Technology programs and initiatives that span City of Hamilton departments and impacts multiple technical environments. This requires advanced knowledge and insight in multiple municipal, business, and/or technology areas (PeopleSoft, Client-Server applications, Finance, Human Resources) business process re-engineering and project management. The Supervisor may be assigned to one or more projects as a steering committee member, project team member and/or a project lead.

The Supervisor performs the industry analysis necessary to select processes and tools that determine the corporate direction for Information Technology for a 1 – 5 year period, and identifies opportunities for corporate and departmental efficiencies and improvements through business process reengineering.

The Supervisor is responsible for implementing industry best practices for the purposes of proactively monitoring and maintaining the health and security of corporate data assets and supporting systems ensuring that unplanned interruptions of services do not occur.

The Supervisor performs the role of Customer Relationship Manager (CRM). As the IS liaison to assigned City departments, the CRM identifies and recommends the best technology solution to address business challenges and subsequently facilitates the deployment of the identified solutions.

Provides direction and leadership to technology professionals who deploy and support municipal client and web-based applications, including special and ad hoc projects.

Manages the performance of Systems Analysts, Application Developers and external consultants, including daily operational supervision, resource scheduling, skills development and disciplinary actions.

Direct staff in the expansion of corporate applications and services (e.g. PeopleSoft, Kronos).

Evaluates staff performance through execution of formal review process; identifies opportunities for performance improvement and recommends appropriate methods for realization thereof (training, mentoring).

Responsible for interviewing and hiring of prospective candidates; prepares and administers assessment tools to evaluate candidate suitability.

Liaise between Information Technology and City departments and manage the business relations. Understand their functional business requirements and identify how their needs can best be met through technology. Champion their initiatives through the implementation of sustainable and forward thinking solutions.

Manage the financial planning and commitment of all fiscal aspects of running the section and all projects undertaken by the section of behalf of the IS Division and various City Departments/Divisions.

Assists in the development and attainment of departmental and corporate goals, related work plans and objectives.

Provides supervision of, and support for, the development, test and implementation of municipal client-server and web-based applications.

Records, analyzes and coordinates solutions to complex technical problems related to the operation and performance of business applications within various departments and external partners and recommends any necessary enhancements to the application.

Provide project and /or workstream duration and effort estimates for design, code and test activities to the Project Managers and business owners for current and capital projects.

Oversees design, functional and technical specifications from detail business requirements for new and existing client and web-based applications.

Work collaboratively on cross-functional teams with other Information Technology staff and business owners to develop overall designs for medium and complex application development, maintenance and implementation projects.

Reviews and approves the design, development and execution of system test plans, implementation plans and post-implementation reviews in collaboration with the other Information Technology sections.

Manages issues and problem logs, groups and prioritizes outstanding issues and develops resolution plan based on assigned priorities. This may require the creation of design / functional specification for larger complex solutions and include effort / time estimates.

Works collaboratively with multi-disciplinary teams and external partners to develop overall designs for medium and complex application development, maintenance and implementation projects.

Manages projects and functional resources to ensure the successful delivery of new projects, application upgrades, system enhancements and post implementation support.

Leads and/or collaborates o the planning scheduling and purchasing of business applications technology, prepares Requests for Proposals and evaluates bids for purchasing additional software and services with IT Management Team and business owners.

Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements in collaboration with the Solution, Technology and Information/Data Architects.

Researches, compiles and synthesizes information with regard to technology processes or applications.

Contributes to, and assists the Manager in, the preparation of annual divisional training (technical and soft skills) and budget plans and recommends future budget appropriations.

May be required to provide on call support to users.

May be assigned to an initiative or project requiring the individual to take direction from other IS Managers.

Responsible for researching and recognizing opportunities for continuous improvement and business process re-engineering with respect to the strategies and technologies that directly relate to the management and delivery of information services.

Creates reports to various Committees and Council.

Acts on behalf of Manager, Business Applications in hi/her absence as required.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems or related discipline or an equivalent combination of education and relevant business experience.

2. Five to seven years progressive experience in systems analysis, application design and web based, and client server development and support.

3. Demonstrated ability to lead small teams of analysts and programmers to deliver to project schedule on time and with quality.

4. Strong knowledge of application development lifecycles and supporting practices.

5. Progressively responsible and practical experience in client and web-based application development and user support, including practical experience working with client and web-based applications technology, preferably in a municipal environment.

6. Understanding of relational database management system software (ORACLE, SQL Server along with Microsoft Access) and SQL (Structured Query Language).

7. Previous experience working with enterprise applications such as PeopleSoft HCM, FSCM, Kronos, Vailtech preferably in a municipal environment.

8. Working knowledge of the translation of functional and technical specifications into program code and logic.

9. Experience creating and executing unit test plans/scripts.

10. Knowledge of fundamental ITIL standards.

11. Proven analytical and problem-solving abilities to resolve complex business and technology issues.

12. Proven experience in managing teams of diverse information technology professionals.

13. Ability to communicate effectively to Senior Management, peers and staff.

14. Must be able to convey abstract thoughts and ideas to a diverse audience.

15. Ability to make sound and logical judgments.

16. Strong interpersonal, written, and oral communication skills.