

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION – LOCATION 55 YORK BLVD)

MANAGER, BUSINESS APPLICATIONS

SUMMARY OF DUTIES:

Reporting to the Director, Information Technology, the Manager, Business Applications provides overall direction, guidance and oversight to the design of business information and application architecture; holds responsibility for the organization's repository of business software, enterprise applications, web applications, and specialized business solutions; and, ensures the strategic enablement of the City's goals and objectives. In this role, the manager operates as the business relationship manager; responsible for the collection, analysis, review, documentation and communication of business needs and requirements, articulating these needs clearly to the IT organization

The Manager leads a team of Business, Systems and Information Analysts, Architects and Developers in the definition of solution architecture, business and application requirements, information models and functional specifications to meet current and future business requirements. Followed by the development, testing, configuration, integration/installation and maintenance of custom and packaged applications within and across City divisions

The Business Application Manager is responsible for planning and coordinating the processes required for the provision of business applications and systems necessary for business operations. This includes the project management function and overseeing the portfolio of projects. This individual will apply proven communication and problem-solving skills to guide and assist the user group on issues related to the design, development, and deployment of mission-critical information and software systems.

As a member of the IT Management Team, the Manager of Business Applications provides the leadership, architecture oversight, business knowledge, technical application knowledge and advice, contributing to the design of and implementation of the methods, practices and policies governing the development and/or acquisition of enterprise solutions.

GENERAL DUTIES:

Devise strategies and make recommendations for enterprise information/data and solution architectures that meet the City's strategic objectives and goals, working in collaboration with City senior management and/or the executive team,

Define business and operational requirements and systems goals and through problem analyses and scenarios, in consultation with decision makers, business owners, and end users; make or implement recommendations to mitigate change risk and business impact.

Review package software specifications to validate that proposed solutions meet business requirements, systems goals and enterprise application architectures, fulfill end-user requirements, and identify and resolve systems issues.

Coordinate feasibility studies for software and system products under consideration for purchase, and provide recommendations and advise to Senior Management and IT Management team.

Review and analyze existing applications effectiveness and efficiency, and then present recommendations for improving or leveraging these systems to the City Senior Management. Ensure the systems are in line with the Enterprise application architectures and deliver expected value to the City.

Perform corporate cultural analysis and develop change strategies that are flexible and adaptive in collaboration with the IT Management Team to support effective adoption of new applications, technologies and related processes.

Coordinate with the IT Management Team to effectively and efficiently utilize IS resources – including personnel and equipment – across the IS organization.

Conduct research and provide recommendations on applications, methods and best practices and standards in support of all enterprise and localized software procurement and development efforts. Provide insight on the direction of enterprise solutions and changes in the IT landscape. Identify and validate those solutions that are right for the City, and develop the best strategy for selection and adoption

Manage and develop operational and capital budgets to support strategic and operational requirements

Manage and maintain strategic relationships with the management of the user departments across the City with a view to sustained insight on city business strategies and directions and the provision of advice and guidance on opportunities for improvement associated with information systems and applications.

Oversee the support, management and administration of contracts for application spending on services and products related to managed applications. This includes overseeing the execution of requests for proposals (RFPs). This will require the definition and facilitation of communication between the City and its providers in order to deliver products and services according to plan and within budget

Oversee the preparation of RFPs, bid proposals, contracts, scope of work reports, and other documentation for business application and software development projects and associated efforts.

Manage the analysis and research required and make recommendations on software products and services in support of procurement and development efforts.

Contribute to pre-testing phase of development by evaluating proposals in order to identify potential problem areas, and make the appropriate recommendations.

Manage feasibility studies for applications and system products under consideration for purchase, and give recommendations based on findings. Critical components include the architecture of the application, business functionality, platform requirements and their compatibility with the City's architecture standards.

Manage the evaluation, installation, configuration, and deployment of new applications, systems software, products, and/or enhancements to existing applications throughout the enterprise.

Oversee the research and/or development of best practices for the development and documentation of business process changes and re-engineering to enable full realization of benefits of the city's investment in applications.

Oversee the delivery of IT projects using standard project management practices and methods.

Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality.

Validate the compliance of proposed new software against the business functional requirements, system architecture, and interface specifications as set by the business and IT department

Negotiate enterprise wide contracts with software and service providers.

Develop timeframes for business process changes in order to support company objectives

Liaise with City vendors for prompt rectification of any application problems or emergencies.

Plan, organize, and manage staff and overall section operations to ensure the stable operation of the City's IT enterprise applications and software. This includes developing, maintaining, supporting, and optimizing key enterprise applications such as PeopleSoft and GIS software.

Manage and maintain an inventory of company application software and systems assets and their corresponding contracts/agreements.

Manage the development, test and installation of enterprise applications, specialty business solutions and enhancements and upgrades to same.

Direct and manage a contingent of information and solution architects, application and project management staff and process analysts including recruitment, supervision, scheduling, development, performance evaluation, and disciplinary actions

Manage operational costs and budgets; conduct near- and long-term financial forecasts for expanding functionality/user base.

Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.

Build an understanding of internal and external operational service level commitments and work to ensure they are minimally affected by changes.

Coordinate with the IT Management Team to effectively and efficiently utilize IT resources – including personnel and equipment – across the IT organization.

Oversee the development, maintenance and adoption of project management practices and methods

Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.

Ensure effective management and communication of training and documentation for end users, hold clinics as necessary, and other user-related activities.

Develop and manage operational and capital budgets to support strategic and operational requirements.

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.

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

QUALIFICATIONS

1. University degree in the field of computer science, information systems or business administration. Master's or PhD. degree in one these fields preferred.
2. Fifteen (15) years of relevant experience in the field with demonstrated leadership capability including 10 years direct experience managing and/or directing the direction, development and implementation of business application solutions.
3. Strong knowledge of change management practices, business process flow analysis and re-engineering, and methodology development.

4. Experience overseeing the design, development, and implementation of change management facilitation programs and process review.
5. Internal or external consulting skills in assessing, analyzing, and synthesizing change controls across a broad range of departmental environments.
6. Good Knowledge of the ITIL standard.
7. Strong understanding of business processes, with a sound knowledge for business administration and human capital management.
8. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
9. Strong knowledge of information/data and solution architecture principles and best practices.
10. Strong knowledge of application development lifecycles and supporting practices.
11. Strong knowledge of application quality assurance best practices and methodologies.
12. Working knowledge of ERP applications such as PeopleSoft and GIS applications is desirable.
13. Experience in strategic application and technology planning, execution, and policy development.
14. Excellent understanding of project management principles and substantial exposure to project based work structures.
15. Knowledge of HR practices and policies relating to the hiring, retention and performance management of direct reports.
16. Knowledge of data security practices and experience in interpreting the applicability of local and federal laws/regulations to City operations.
17. Knowledge of the City and IT department's goals and objectives preferred.
18. Experience working in a team-oriented, collaborative environment.
19. Strong analytical and problem-solving abilities.
20. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
21. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
22. Demonstrated progressive supervisory experience.
23. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed negotiation and conflict resolution skills.
24. Ability to interact and communicate effectively at all organizational levels.
25. Ability to make sound and logical judgments.
26. Demonstrated leadership and personnel/project management skills.

27. Strong leadership skills with personnel/project management skills.
28. Demonstrated ability to work effectively with colleagues and client departments in identifying and meeting the needs of the division.
29. Well developed analytical skills, with developed innovative and solution oriented problem solving skills.
30. Ability to make sound and logical judgments.
31. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
32. Ability to manage a budget effectively.
33. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.