

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION – STRATEGY AND ARCHITECTURE - LOCATION – 55 YORK BLVD., 6th FLOOR)

SUPERVISOR, STRATEGY, ARCHITECTURE & SOLUTIONS DEVELOPMENT

SUMMARY OF DUTIES

Reporting to the Manager of Strategy and Architecture , the Supervisor of Strategy, Architecture & Solutions Development (Solution Development 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 clients, external agencies, and the public. 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, develops and documents 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 solution development staff that deploy corporate and departmental business processes and software solutions to the City of Hamilton and its public constituents.

The Supervisor leads Information Technology programs and initiatives that align with the IT Strategy and / or span City of Hamilton departments and impacts multiple technical environments. This requires advanced knowledge and insight in multiple municipal, business, and/or technology areas (Programming, Web Development, Enterprise and Application Architecture, Middleware and Systems Integration, Analysis, Design and Development, PeopleSoft, Finance, Human Resources, Client-Server and / or hosted applications), business process re-engineering, quality assurance 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 and strategic direction for Information Technology for a 1 – 5 year period, and identifies opportunities for corporate and departmental efficiencies and improvements through business process re-engineering.

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) and / or performs the lead role for the CRM Program, facilitating common activities for the CRM team. As the IT liaison to assigned City departments, the CRM identifies and using IT guiding principles, 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 (centrally located and distributed throughout the City) who deploy and support municipal client and web-based applications, including special and ad hoc projects that contribute to the realization of the City's Information Technology Strategic Plan.

Manages the performance of Project Managers, Business Architects, Quality Administrators, Business and Systems Analysts, Application Developers and external consultants, including daily operational supervision, resource scheduling, skills development and disciplinary actions.

Direct staff in the ongoing development of the Enterprise Architecture and expansion of corporate applications and services (e.g. PeopleSoft, Kronos, CRM, Hansen).

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 develop 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 IT 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 configuration and / or development, testing and implementation of municipal client-server, hosted and / or 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 architecture, analysis, design, code, configuration, quality assurance testing, deployment and transition to operations 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 large and / or 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 plans, designs for large and / or 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 on 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, in compliance with procurement policies

Chairs the Information Technology Project Advisory Board (PAB), which meets regularly to review Customer Requests that are initiated by City of Hamilton departments through the standard in-take process.

Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic which may be currently operating on multiple platforms, work together using and enhancing the Enterprise Architecture 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 multi-year business plans 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 IT 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, Strategy and Architecture in his/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' experience in architecture practices, systems analysis, integration, application design and web based, and client server development and support.
3. Demonstrated ability to lead teams of IT professionals to plan, schedule and deliver projects on time and with quality.
4. Strong knowledge of application development lifecycles and supporting practices, including project management, architecture, change management, quality assurance, data analysis and business process analysis.
5. Progressively responsible and practical experience in client and web-based application development and user support, including practical experience working with client, hosted and / or web-based applications technology, preferably in a municipal environment.

6. Working knowledge of relational database management system software (ORACLE, SQL Server along with Microsoft Access) and SQL (Structured Query Language).
7. Proficiencies with client-server and web based applications such as (PeopleSoft development environment, Oracle, SQL, Access, Drupal, Visual Studio (Visual Basic, VBScript, HTML, ASP, C#.Net and VB.Net).
8. Experience and knowledge in systems integration (using middleware), database development, application development, and user support, including practical experience working with enterprise applications such as Oracle (Peoplesoft), Hansen, Amanda, Vailtech, and CRM, preferably in a municipal environment.
9. Working knowledge of the translation of business requirements, functional and technical specifications into program code and logic.
10. Experience creating and executing quality assurance test plans/scripts.
11. Knowledge of fundamental ITIL standards, enterprise architecture practices, strategic application and technology planning.
12. Proven analytical and problem-solving abilities to resolve complex business and technology issues.
13. Proven experience in managing teams of diverse information technology professionals.
14. Ability to communicate effectively to Senior Management, business stakeholders, peers and staff.
15. Must be able to convey abstract thoughts and ideas to a diverse audience.
16. Ability to make sound and logical judgments.
17. Strong interpersonal, written, and oral communication and presentation skills.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
