

JOB DESCRIPTION
MANAGEMENT EXCLUSION

1. Position No. 80658, 80760, 80788, 80170	2. Descriptive Working Title APPLICATION CONFIGURATION MANAGER	3. Present Classification Excluded Mgmt	
4. Branch CORPORATE SERVICES	5. Department INFORMATION MANAGEMENT & TECHNOLOGY	6. Proposed Classification	Date Revised: Nov 2018
7. Position No. of Supervisor 80642, 80662, 80820, 80650	8. Descriptive Work Title of Supervisor MANAGER, BUSINESS APPLICATIONS DEVELOPMENT	9. Class. of Supervisor Excluded Mgmt	

SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for providing a range of housing programs for British Columbians. BC Housing, together with its partners, works across the housing continuum to: ensure the most vulnerable have housing and support options that provide stability and maximize independence; increase the supply of affordable and supported housing options for people with low and moderate incomes; administer rent assistance programs; oversee the management of provincial housing properties and programs; support strong non-profit and Indigenous housing sectors; and provide a licensing system in which residential builders achieve a high bar of professionalism. BC Housing has an annual budget of \$1.28 billion in 2018/19 and assists more than 107,200 households in 290 communities throughout the province. BC Housing seeks sustainable housing solutions that are supported by excellence in service delivery and research, and that take into account social, financial and environmental impacts.

Corporate Services is responsible for providing a full range of financial, administrative and information management, legal, program analysis and corporate planning services for the Commission. The Branch develops financial policies and controls, undertakes budgeting, accounting, reporting, cash management and investing activities, oversees mortgage administration for BC Housing and Provincial Rental Housing Corporation (PRHC), and provides construction financing through the Commission's status as a National Housing Act approved lender. The Branch is instrumental in creating financial and business solutions to promote and advance construction and development projects, and working with the non-profit housing sector in initiatives to maximize the allocation of funds and return on investments. The Branch is responsible for information technology development and operations, and for corporate administration including business support services, purchasing, risk management and insurance, facilities and records management, and FOI and Ombudsman liaison. The Branch also provides program analysis, corporate research/planning, and legal services and advice in advancing and supporting the achievement of Commission objectives.

POSITION SUMMARY

Reporting to the Manager, Business Applications Development, the Application Configuration Manager is responsible for analyzing, defining, configuring/developing, testing, deploying and maintaining software applications in support of the achievement of business objectives. This includes application design and prototyping in a multi-tier environment that is built primarily on Oracle technology and tools and Microsoft .NET framework. The Application Configuration Manager will also research, design, document, and modify software specifications throughout the system life cycle. In undertaking the work, the incumbent is required to view and manipulate confidential information such as employee compensation and benefit data.

MAJOR RESPONSIBILITIES

1. Designs, configures and develops functionality in Oracle-based software products using relevant languages as well as Microsoft .NET framework.
2. Participates in implementations of new applications and support of existing applications and technical support for system interfaces.
3. Analyzes and translates business requirements and functional specifications into technical specifications for applications and reports.
4. Analyzes and develops integrations between different systems. Provide suggestion and identify the needs for system integrations to ensure continuity of business processes within different systems.
5. Maintains and monitors the runtime operations of production applications and takes appropriate measures to ensure availability of critical applications; makes recommendations for system configuration changes to meet business needs
6. Performs system administration tasks as required to support applications in production. Conducts debugging as required and makes recommendation to IT Managers. Logs calls to software vendor's support for program fixes and monitors progress toward resolution
7. Provides helpdesk support to end user community as required including responding to incidents and requests and troubleshooting reported issues.
8. Collaborates with Business Analysis Managers and business users to ensure data integrity within the system.
9. Ensures technical and user documentation is up-to-date and available in electronic format for all completed projects; assists in preparing end user training material and provide end user training for new functionality
10. Participates in writing test plans and conducts first level unit testing.
11. Participates in peer code review exercises to ensure technology best practices are used.
12. Provide release notes and migration documents to ensure smooth transition through the development life cycle.
13. Serves as technical resource on project teams as needed, meeting with and coordinating development activities with clients.
14. Provides recommendations on technology products (both hardware and software) for purchase; researches software patches, tests and makes recommendation on implementation.
15. Conducts special studies, makes presentations and participates in task force and committee work

ORGANIZATION

Reporting to the Manager, Systems Development are four (4) Managers, Business Applications Development.

Reporting to the Managers, Business Application Development are Application Configuration Manager(s) and Senior Application Developer/Analysts

No positions report to the Application Configuration Manager.

QUALIFICATIONS

Education, Experience and Occupational Certification

Degree or Diploma in Information Technology or equivalent combination of education and experience

Minimum two years experience developing in an Oracle or Microsoft environment

- Programming in SQL and Oracle PL/SQL
- Designing and developing operational reports
- Developing and supporting applications within the Microsoft .NET framework or JAVA
- Developing and supporting web applications
- Strong understanding of relational database concepts and interpreting data models

Experience with JD Edwards, Siebel, PeopleSoft, Crystal Reports, Oracle BIP, Oracle OPA, Oracle WebCenter Sites, and Oracle Identity Access Management beneficial but not required.

Experience with system integration beneficial but not required.

Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Practical working knowledge in building applications using JD Edwards, Siebel, Enterprise Content Management, PeopleSoft HR, relational databases, structured query language, modular and object oriented languages and web technology

Ability to identify, diagnose and troubleshoot problems related to technology

Ability to create and update technical and user manual documentation

Ability to work effectively within a team made up of business users and technical analysts

Ability to work effectively with minimal supervision

Ability to generate and articulate new ideas and adapt effectively to new technologies

Ability to excel working under pressure to meet deadlines and changing priorities

Ability to exercise good judgment in dealing with confidential information contained within the Talent Management system and other systems

Strong communication, interpersonal, organizational, analytical and problem solving skills

Proficiency in Windows operating systems and familiarity with UNIX and LINUX.