

**JOB DESCRIPTION**  
MANAGEMENT EXCLUSION

1. Position No.	2. Descriptive Working Title APPLICATION CONFIGURATION MANAGER – SHAREPOINT		3. Present Class. Excl. Mgmt
4. Branch CORPORATE SERVICES	5. Department INFORMATION MANAGEMENT & TECHNOLOGY	6. Proposed Classification	Date Dec 2018
7. Position No. of Supervisor 80023	8. Descriptive Work Title of Supervisor MANAGER, IT PROGRAMS		9. Class.of Supervisor Excl. 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 - IT Programs, the Application Configuration Manager – Sharepoint is responsible for analyzing, defining, configuring/developing, testing, deploying and maintaining Microsoft based solutions in support of the achievement of business objectives. This includes application design and prototyping SharePoint, SharePoint Online, Office 365 technologies and third-party services/add-ons used to augment our Microsoft based solutions.as well as in a multi-tier environment that is built on Oracle technology and tools and Microsoft .NET framework. The Application Configuration Manager will also analyze, 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. Conducts the technical design, configuration / code, implementation, maintenance of SharePoint and Office 365 solutions, working in conjunction with Business Analysis Managers, other IT managers and business owners to achieve business objectives.
2. Participates in application design planning sessions with clients and other IT staff. Analyzes and translates business requirements and functional specification into technical specifications for applications and reports. Reviews and obtains approval of the application design from Manager, IT Programs.
3. Maintains and monitors the operational support for production software applications. Works closely with Business Analysis Managers and Technical Services team to ensure close collaboration when resolving system issues. Serves as an escalation point for the team on technical issues.
4. Provides helpdesk support to end user community as required including responding to incidents and requests and troubleshooting reported issues.
5. 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
6. Collaborates with Business Analysis Managers and business users to ensure data integrity within the system.
7. 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
8. Participates in writing test plans and conducts first level unit testing.
9. Participates in peer code review exercises to ensure technology best practices are used.
10. Provide release notes and migration documents to ensure smooth transition through the development life cycle.
11. Serves as technical resource on project teams as needed, meeting with and coordinating development activities with clients.
12. Provides recommendations on technology products (both hardware and software) for purchase; researches software patches, tests and makes recommendation on implementation.
13. Conducts special studies, makes presentations and participates in task force and committee work

## ORGANIZATION

Reporting to the Manager, IT Programs are two Business Analysis Managers and one Application Configuration Manager – Sharepoint.

No positions report to the Application Configuration Manager - Sharepoint.

## QUALIFICATIONS

### Education, Experience and Occupational Certification

Degree or Diploma in Information Technology or equivalent combination of education and experience with 5 years of progressive IT industry experience specifically focused on IT solutions and services and/or appropriate training/experience.

**Solid experience:**

- with configuring, developing and deploying SharePoint solutions for on-premises and SharePoint Online. This includes configuring and managing SharePoint services and components (sites, libraries, lists, etc...), along with a solid understanding of managing security and user permissions
- in developing custom solutions for SharePoint using the SharePoint Framework, SharePoint API, Microsoft Office Graph, SharePoint Object Model, web parts web services, workflows and site collections.
- in configuring and integrating with Azure services
- in conducting content migrations, either creating custom scripts OR 3rd party migration tools (ShareGate).
- with source control management systems (TFS, VSTS, etc ...), continuous integration, and deployment environments.

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

Ability to document complex business requirements and test scenarios, and design and develop custom interfaces using a broad set of programming (including but not limited to JSON, PowerShell scripts, C# and .NET, and analytical skills. Handle all aspects of basic information design, coordination, requirements gathering, and security management.

Ability to identify, diagnose and troubleshoot problems related to technology

Ability to create and update technical and user manual documentation

Well versed in various SDLC's like Waterfall, Agile, Scrum and DevOps

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.