1. Position No. 81220	2. Descriptive Working Title MANAGER, PLATFORM SERVICES		3. Present Classification Excluded Management
4. Branch CORPORATE SERVICES	5. Department INFORMATION MANAGEMENT AND TECHNOLOGY	6. Proposed Classification	Date APRIL 2016 Revised: May 2019, June 2019, Aug 2019
7. Position No. of Supervisor 80252	8. Descriptive Work Title of Supervisor SENIOR MANAGER, TECHNOLOGY SERVICES		9. Classification of Supervisor Excluded Management

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 $1.45 billion in 2019/20 and assists more than 110,400 households in 300 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 Senior Manager Technology Services, the Manager Platform Services is responsible for managing a team responsible for the technical operation and on-going implementation support of the organization's corporate application and platform technology. The position provides management and support in the Development Operations (DevOps) of applications, middleware and database services to support the software lifecycle from design through to the development process to production operations.   The position is also responsible for upholding the organization's IT change control standards, including overseeing activities pertaining to software release management.

MAJOR RESPONSIBILITIES

1. Manages a team responsible for the technical operations of mission critical corporate applications, middleware, integration, reporting and database services, both on-premises and in Public Cloud:
   - Ensures service level expectation and/or agreement targets with respect to production workloads are continuously met, including but not limited to integrity, reliability, availability, scalability, performance, recoverability and security.
   - Adheres to and enforce IT policy, procedures and standards compliance encompassing but not limited to security, privacy and change control.
   - Implements measures to ensure mission critical and business priority applications are protected through backup and disaster recovery and align with business defined RTO and RPOs.

2. Provides management and support in the Development Operations (DevOps) for applications, middleware and database services in support of the software lifecycle:
   - Engages with software development, platform and infrastructure engineering and infrastructure services teams to design, build and automate the provisioning of technology services to optimize the effectiveness and efficiency of the software development lifecycle.
   - Manages the operations of software development environments deployed on various technologies including Cloud an DevOps platforms.
   - Partners with development, project, and IT technology teams to collect and analyze technology requirements and implement scalable and secure application configurations.
   - Coordinates and assigns resources, tools and IT assets as necessary to support the lifecycle of software and application development.
   - Applies project management methodology to technology upgrades and implementations.

3. Manages staff and contractors by establishing and managing work priorities and standards, providing advice and consultation on the more complex and technical issues, managing project deliverables and taking corrective action in resolving issues with project team performance as required.

4. Upholds the organization's IT release management standards, including overseeing activities pertaining to release scheduling, software builds, deployments, installations, configurations and patches across a wide portfolio of applications.

5. Ensures issues are logged and assembled for prioritization, resolution and follow-up.

6. Assists in defining technical requirements for new and enhanced applications, liaises with Application Development staff regarding development, and coordinates application support activities once applications are released into production.

7. Participates in defining parameters for third party service provider Service Level Agreements (SLAs). Provides monitoring over SLA performance indicators to ensure compliance requirements established under contractual agreements between the organization and third party service providers are met.

8. Ensures technical and user manual documentation is up-to-date and available in electronic format for all applications.

9. Participates on committees responsible for the development, implementation and support of new and applications, middleware and database technology

10. Performs a variety of other duties as required to support IT operations including help desk and network administration, programming, and project management of small IT projects.

11. Supervises the work of staff in accomplishing the business activities of the program area. Creates an environment that allows for a supportive and progressive attitude among staff and promotes improved performance through counselling and coaching and by ensuring that staff are provided with information and training necessary for the conduct of their assigned duties. Completes performance evaluations, determines performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Has significant input into hiring, promotion and demotion decisions, recommends changes in compensation of staff and authorizes overtime. Resolves grievances up to the second stage of the grievance process. Identifies to senior management appropriate collective agreement

wording to serve the employer's interests in achieving operational goals and objectives and may participate on the negotiating committee as a management representative. Determines resources required to fulfil operational requirements, develops staffing plan, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.

12. Conducts special studies, makes presentations and participates in task force and committee work.

ORGANIZATION

There are two positions reporting to the Senior Manager Technology Services: Manager Platform Services and Manager Infrastructure Services

Reporting to the Manager, Platform Services are five positions: (3) Business Applications Administrator and (2) Database Manager

QUALIFICATIONS

Education, Experience and Occupational Certification

Degree or diploma (combined with related working experience) in Information Technology from a recognized post-secondary institution.

Considerable experience supporting mission-critical corporate applications; programming in a variety of languages; and using a Systems Development lifecycle, preferably with a structured methodology. Sound experience with enterprise-based technology; producing extensive system documentation; gathering user requirements; and managing systems projects.

Considerable experience with the operations of mission critical enterprise applications, middleware and databases in an enterprise environment, including:
- o Systems Monitoring
- o Backup and Recovery
- o Performance Monitoring and Tuning
- o Fault Tolerance and High Availability
- o Disaster Recovery
- o Patching and Maintenance
- o Extensive knowledge of middleware and integration technology, including Service-Oriented Architecture
- o Extensive knowledge of databases (architecture, data structures, structured query language)

Sound experience leading or managing teams responsible for:
- Oracle Applications, Middleware and Databases
- Microsoft SQL Server, SSAS and PowerBI
- Operating Platforms (Windows, Linux, VM Ware, Containers)
- Application networking concepts (Firewall, Load Balancing, Web Proxy)

Or an equivalent combination of education, training and experience acceptable to the employer.

Knowledge, Skills and Abilities

Core Competencies	**Leadership Competencies:**
• Personal Effectiveness	• Alignment & Results
• Communication	• Relationship Building/Management
• Teamwork	• Team Development
• Results Focused	
• Service Oriented	

Advanced skills in the use of Microsoft Office applications including Word, Excel, Access, PowerPoint, Project and Visio

Demonstrated written, verbal and interpersonal communication skills and ability to work collaboratively with cross-functional groups to achieve common goals

Ability to create and update technical and user manual documentation

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

Ability to assess and enact process oriented changes to improve IT operation effectiveness and efficiency

Ability to analyze and solve complex IT problems

Ability to plan, facilitate and coordinate the execution of complex sets of activities

Ability to lead, coach and motivate staff in a team environment