

1. Position No. 81499	2. Descriptive Working Title MANAGER, PLATFORM TECHNOLOGIES		3. Present Classification Excluded Management
4. Branch CORPORATE SERVICES	5. Department INFORMATION TECHNOLOGY	6. Proposed Classification	Date DECEMBER 2018
7. Position No. of Supervisor 33055	8. Descriptive Work Title of Supervisor SENIOR MANAGER, ENTERPRISE APPLICATION TECHNOLOGY		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 \$1.28 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

The Manager Platform Technologies has three areas of focus:

- the delivery of the organization's Cloud platform solutions
- establishing, growing and maintaining DevOps processes within the organization by leveraging automation tools and applications including services available in Public Cloud. The position will lead platform provisioning, build deployment, software configuration, continuous integration, continuous delivery, and release engineering processes
- managing the Release Management practice which upholds the organization's change management policy and standards.

**MAJOR RESPONSIBILITIES**

1. Provide leadership in architecture, design and planning to support the organization's implementation of Cloud computing with a focus on application and platform technology. Provide subject matter expertise for multiple Public Cloud vendors and services including IaaS and PaaS. Leverage industry best practices and technological innovations to provide solutions that contribute to increased IT operational efficiency.
2. Provide leadership in architecture, design and planning to support the organization's implementation of DevOps, including the orchestration/automation of platform provisioning, system configuration, application deployment, application configuration, performance engineering and cloud deployments/management; introduce industry adopted best practices and engineer process changes to improve the overall quality of software deployments. Collaborate with development and IT infrastructure teams to solicit requirements, design, build and automate the provisioning of platform services to support the software development lifecycle.
3. Research concepts, conduct special studies, develop proof-of-concepts based on Cloud technology to exploit new opportunities to optimize the effectiveness and efficiency of the IT platform and DevOps operation
4. Provide leadership and mentor the growing DevOps practice.
5. Manage the implementation and operation of DevOps solution
6. Manage the implementation and operation of the organization's platform & middleware technology on-premises and in Public Cloud. Manage the migration of on-premises applications to Cloud Infrastructure and Platform services
7. Manage the release management practice to uphold the organization's IT change management standards, including overseeing activities pertaining to release scheduling, software builds, deployments, installations, configurations and patches across a wide portfolio of applications
8. Provide support to operational teams in the operation of mission critical corporate applications and middleware technology, including integration services. Respond to priority issues impacting service levels.
9. Manage staff and contractors engaged in the provisioning of application and middleware technology services 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
10. Ensure issues are logged and assembled for prioritization, resolution and follow-up
11. Participates in defining parameters for third party service level agreements (SLA). Provide monitoring over SLA performance indicators to ensure compliance requirements established under contractual agreements between the organization and third party service providers are met.
12. Ensure technical and user manual documentation is up-to-date and available in electronic format for all applications
13. Participate on committees responsible for the architecture, development, implementation and support of new and enhanced applications
14. Perform 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.

15. 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 is 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 fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.
16. Conduct special studies, makes presentations and participates in task force and committee work.

## **ORGANIZATION**

There are two positions reporting to the Senior Manager Enterprise Application Technology:

- Manager Application Technology and Database Services;
- Manager Platform Technologies

Reporting to the Manager, Platform Technologies is one position: Platform Technology Engineer

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

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

Minimum five years' 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.

Minimum three years experience in a lead or above position with strong people management skills

Minimum two years experience with cloud platforms, virtualization platforms, middleware and containerization.

Minimum two years' experience working with Release Management and automation/DevOps concepts and practice, including:

- Software Configuration Management
- Continuous Delivery Framework
- Agile and Traditional Software Development Lifecycles

Experience with version control software and job execution tools, preferably StarTeam, Azure DevOps and Jenkins Knowledge/experience with Application Logging, Monitoring, Performance Management such as Dynatrace

Related Industry certifications considered an asset.

## Knowledge, Skills and Abilities

### Core Competencies

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

### Leadership Competencies

- Alignment & Results
- Team Development
- Relationship Building

Extensive working knowledge of the following technology platforms:

- Oracle WebLogic, RDBMS
- Oracle Java/J2E
- .NET / SQL Server
- Linux

Extensive working knowledge in configuration management tools and configuration as code automation using scripting language, such as but not exclusive to:

- PowerShell / Bash
- JSON, YAML
- Puppet, Chef, Ansible, Jenkins

Extensive working knowledge in cloud/virtualization platforms containers/orchestration, such as:

- Azure, Amazon Web Services
- VM Ware, Hyper-V
- WebLogic, IIS
- Docker, Kubernetes

Broad understanding of web application environments, such as TCP/IP, SSL/TLS, HTTP, DNS, routing, load balancing, etc.

Ability to use Microsoft Office applications including Word, Excel, Access, Powerpoint, Project and Visio

Broad understanding of systems technology trends and the ability to critically assess and evaluate those trends as they apply to the organization.

Ability to create and update technical and user manual documentation

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

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

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 provide leadership and work effectively within a team environment

Self-motivated and directed, and ability to work effectively with minimal supervision

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

Strong communication, interpersonal, project management, organization and leadership skills.