



## **IDENTIFICATION**

| <b>Department</b>      | <b>Position Title</b>      |                            |
|------------------------|----------------------------|----------------------------|
| Finance                | Manager, Solution Services |                            |
| <b>Position Number</b> | <b>Community</b>           | <b>Division/Region</b>     |
| 15-15382               | Yellowknife                | ISSS-Solution Services/ HQ |

## **PURPOSE OF THE POSITION**

The Manager, Solution Services leads a diverse team of specialists to guide the successful delivery of information management and technology enabled initiatives and projects through the provision of strategic and operational services, including requirements definition, operational reporting, risk and issue tracking, quality control and post project benefits tracking and reporting.

## **SCOPE**

Located in Yellowknife and reporting to the Director of Information Systems Shared Services, the Manager of Solution Services is responsible for managing, including the planning, estimating and the execution of, system development, acquisition and implementation projects to time, budget and quality targets on behalf of all departments and the Housing NWT. This includes the identification of the resources needed for projects and initiatives and how this will be met with an effective supply capacity; the alignment of systems development or acquisition and implementation activity and deliverables with agreed architectures and standards; the development of roadmaps to communicate future systems development plans; and the adoption and adaptation of systems development lifecycle models based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

The incumbent leads by a diverse and highly technical team of specialists including three direct reports and 14 indirect reports.

The incumbent is responsible for an extensive range and variety of complex technical and/or professional work activities. Solution Services undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.



The manager understands the relationship between own specialism and wider customer/organisational requirements.

The incumbent works under broad direction. However, work is often self-initiated. The manager is fully responsible for meeting allocated technical and/or project and supervisory objectives. She or he establishes milestones and has a significant role in the assignment of tasks and/or responsibilities to the three teams of specialists that execute change management, project management and business analysis services.

The incumbent influences the organisation, clients, suppliers, partners and peers on the contribution of the Solution Services team and the Applications Services division. The Manager builds appropriate and effective business relationships at the senior management, management and operations layers of departments. The incumbent makes decisions which impact the success of assigned work, i.e. results, deadlines and budget and has significant influence over the allocation and management of resources appropriate to given assignments. They lead on user/customer collaboration throughout all stages of work to ensure users' needs are met consistently through each work stage.

The incumbent is fully familiar with recognised industry bodies of knowledge both generic and specific and actively seeks out new knowledge for own personal development and the mentoring or coaching of others. They develop a wider breadth of knowledge across the industry or business and applies that knowledge to help to define the standards which others will apply.

The incumbent demonstrates leadership, communicates effectively, both formally and informally and facilitates collaboration between stakeholders who have diverse objectives.

The incumbent analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Analyses requirements and advises on scope and options for continuous operational improvement of the division. The incumbent takes all requirements into account when making proposals and demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the client/stakeholder.

The incumbent proactively ensures security is appropriately addressed within their area by self and others and engages or works with security and privacy specialists as necessary. This role contributes to the security culture of the organisation.



## **RESPONSIBILITIES**

### **1. Leads Systems Development, Acquisition and Implementation Management.**

- Defines systems development projects which support the organisation's objectives and plans.
- Selects, adopts and adapts appropriate systems development methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Ensures that senior management is both aware of and able to provide the required resources. Facilitates availability and optimum utilisation of resources.
- Monitors and reports on the progress of development projects, ensuring that projects are carried out in accordance with agreed architectures, standards, methods and procedures (including secure software development).
- Develops road maps to communicate future development activity.

### **2. Leads the provision of project management support services.**

- Advises on the available standards, procedures, methods, tools and techniques.
- Evaluates project performance and recommends changes where necessary.
- Contributes to reviews and audits of project management and execution to ensure conformance to standards.

### **3. Leads the practice business analysis and requirements definition.**

- Manages investigative work to determine business requirements and specify effective business processes, through improvements in information systems, practices, procedures, and organisation change.
- Selects, adopts and adapts appropriate business analysis methods, tools and techniques; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies.
- Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.

### **4. Manages the Solution Services unit's work and human resources.**

- Allocates responsibilities and/or packages of work.
- Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria.
- Provides effective feedback, throughout the performance management cycle, to ensure optimum performance.



- Proactively works to ensure effective working relationships within the team and with those whom the team interacts with.
- Provides support and guidance as required, in line with individuals' abilities.
- Encourages pro-active development of skills and capabilities and provides mentoring to support professional development.
- Provides input into formal processes such as job description development and disciplinary procedures.

**5. Contributes to the financial planning of the Division.**

- Develops financial plans and forecasts.
- Monitors and manages IMT expenditure, ensuring that all financial targets are met, and examining any areas where budgets and expenditure exceed their agreed tolerances.
- Assists with the definition and operation of effective financial control and decision making, especially in the areas of service, projects and component cost models and the allocation and apportionment of all incurred IT costs.
- Analyses actual expenditure, explains variances, and advises on options in use of available budget.

**WORKING CONDITIONS**

**Physical Demands**

Typical office setting, no unusual physical demands.

**Environmental Conditions**

Typical office setting, no unusual environmental conditions.

**Sensory Demands**

Typical office setting, no unusual sensory demands.

**Mental Demands**

Work pace and volume is irregular and outside the ability of the incumbent to directly control. Overtime and travel to regional and vendor offices may be required on a regular basis to meet service expectations and commitments.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK);
- Knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBA) Business Analysis Body of Knowledge (BABOK Guide);



- Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile);
- Knowledge of software development methods, practices and processes;
- Knowledge of standard budgeting and accounting concepts and techniques;
- Knowledge of IT service management concepts such as those described in the IT Infrastructure Library (ITIL) Control Objects for IT (CoBIT), Dev/Ops and lean IT;
- Verbal, written and presentation skills, especially for an executive audience;
- Facilitation skills effective at all levels of the organization.
- Ability to implement standard project management concepts;
- Ability to assess and evaluate risk leveraging guidance from ISO 31000;
- Ability to maintain an awareness of developments in the industry;
- Ability to lead individual staff and teams including coaching, development and performance management;
- Experience in writing proposals, such as Business Cases, and knowledge of standard methods of evaluation, such as Return-on-Investment, Total Cost of Ownership, and qualitative vs. quantitative benefits;
- Experience with project management and project portfolio management software and tools;
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

Completion of an undergraduate degree in computer science, management information systems or business, with 5 years of relevant experience, including 1 year supervising staff.

Equivalent combinations of education and experience will be considered.



## **ADDITIONAL REQUIREMENTS**

### **Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

### **French language** (check one if applicable)

- French required (must identify required level below)
  - Level required for this Designated Position is:
    - ORAL EXPRESSION AND COMPREHENSION
      - Basic (B)  Intermediate (I)  Advanced (A)
    - READING COMPREHENSION:
      - Basic (B)  Intermediate (I)  Advanced (A)
    - WRITING SKILLS:
      - Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

### **Indigenous language:** Select language

- Required
- Preferred