IDENTIFICATION

Department	Position Title	
Finance	Manager, Web Services	
Position Number	**Community**	**Division/Region**
15-15385	Yellowknife	Application Services/HQ

PURPOSE OF THE POSITION

The Manager, Web Services leads a diverse team of specialists to guide the successful design, implementation and continuous improvement of the GNWT's corporate web solution architecture and executes projects and initiatives to improve GNWT public and private web services including the corporate web site and department specific or campaign sites 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 Application Services, the Manager of Web Services is responsible for managing, the design, implementation and communication of high-level structures to enable and guide the design and development of integrated solutions that meet current and future business needs for internet based technologies. In addition to technology components, the web solution architecture encompasses changes to service, process, organisation, and operating models. The provision of comprehensive guidance on the development of, and modifications to, solution components to ensure that they take account of relevant architectures, strategies, policies, standards and practices (including security) and that existing and planned solution components remain compatible

The Manager also oversees the design and development of web systems and solutions to meet specified requirements, compatible with agreed systems architectures, adhering to corporate standards and within constraints of performance and feasibility. The development of roadmaps to communicate future systems development plans. The identification of concepts and their translation into a design which forms the basis for systems construction and verification. The planning, estimating and execution of programmes of systems development work to time, budget and quality targets. The identification of the resources needed for systems development

and how this will be met with an effective supply capacity. The adoption and adaptation of systems design and 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 is supported by a highly technical team of 4 specialists including.

The incumbent is responsible for an extensive range and variety of complex technical and/or professional work activities. Web 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 system development, project management and business analysis services.

The incumbent Influences the organisation, clients, suppliers, partners and peers on the contribution of the Solution Services team. 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 the development of solution architectures for web technology**
   - Ensures that appropriate tools and methods are available, understood and employed in architecture development.
   - Within a change programme, leads the preparation of technical plans and, in liaison with business and project staff, ensures that appropriate technical resources are made available.
   - Provides advice on technical aspects of solution development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly.

2. **Leads systems development, acquisition and implementation management of web technology solutions.**
   - Defines 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.

3. **Leads the design of web technology solutions.**
   - Adopts and adapts appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively.
   - Oversees the design of web based systems and solutions.
   - Ensures impact analysis on major design options and trade-off.
   - Makes recommendations and assesses and manages associated risks.
   - Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology.
   - Ensures that the system design balances functional and non-functional requirements.

- Contributes to the development of systems design policies and standards and selection of architecture components led by Solution Services.

4. **Manages individuals and groups.**
   - Allocates responsibilities and/or packages of work, including supervisory responsibilities.
   - 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.
   - Advises individuals on career paths, and encourages pro-active development of skills and capabilities and provides mentoring to support professional development. Provides input in to formal processes such as compensation negotiations and disciplinary procedures.

5. **Advises on financial planning and budgeting of the Division.**
   - Develops financial plans and forecasts.
   - Monitors and manages IT expenditure, ensuring that all IT 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

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Travel to regional and vendor offices may be required from time to time.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of web development platforms including leading content management solutions.
- Knowledge of system design and development technologies, methods and practices, particularly related to the internet and web based solutions.
- Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile);
- Knowledge of enterprise architecture concepts, methods and practices
- 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 (IIBM) Business Analysis Body of Knowledge (BABOK Guide);
- Knowledge of standard budgeting and accounting concepts and techniques;
- Skilled 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;
- 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;
- Ability to implement web architecture solutions that enable complex web services;
- Experience with project management and project portfolio management software and tools;
- Ability to assesses and evaluates risk leveraging guidance from ISO 31000;
- Ability to maintain an awareness of developments in the industry;
- Verbal, written and presentation skills, especially for an executive audience;
- Ability to lead individual staff and teams including coaching, development and performance management.
- Skilled in the effective facilitation at all levels of the organization.
- 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