



IDENTIFICATION

Department	Position Title	
Finance	Manager, Development Services	
Position Number	Community	Division/Region
15-15391	Yellowknife	Application Services/HQ

PURPOSE OF THE POSITION

The Manager, Development Services leads a diverse team of application development specialists to manage and maintain the development of all new GNWT applications as well as ensure the availability, reliability and overall performance of all existing and custom-built departmental line of business applications, solutions and related services. The position works directly with the business and project teams to ensure effective development, appropriate resource allocation, and provided the assurance that all best practices, standards, techniques, and service levels are understood, documented and adhered to within the Development Services Unit.

SCOPE

Located in Yellowknife and reporting to the Director of Application Services, the Manager leads all day-to-day responsibility for the coordination and development of the team and the delivery of software solutions and the associated maintenance that accompanies all developed systems through both the development cycle and once in production.

The incumbent is the foremost expert on software development and data assurance, ensuring the planning, designing, creation, amending, verification, testing and documentation of new and amended software solutions adhere to all standard software development lifecycle components in order to deliver the agreed upon value to all stakeholders.

Unique to this role is the advanced knowledge requirement specific to multiple software development languages; as well as a highly technical understanding of advanced concepts such as; Multiple Software development lifecycle concepts, database architects, and best practices associated to code maintenance, documentation, time management, and project

delivery such as; Data assurance, business value, structured process, enforcement of security standards, and access to information and privacy protocols.

The position also is responsible to coordinate and oversee the day to day efforts of the development systems org unit, including all coordination of efforts, team building, and the ability to select appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches toward a time based project completion.

Services are delivered on behalf of all GNWT departments and NWT Housing Corporation, through a team of expert and seasoned developers, augmented through contracted resources when necessary. Projects and initiatives range from simple to extremely complex, and often include financial and or enterprise components that must meet all defined processes and or practices such as FAM. Projects conducted by this team can also cost upwards of \$3M and have significant organisational financial and or reputational risk associations.

The position operates under general direction within a clear framework of accountability, exercising substantial personal responsibility and autonomy. The Manager plans his\her own work as well as coordinates and oversees the work of the entire team. Active project counts can range from being 1 large scale project involving the entire team, to being multiple where the team is broken down into individual groups or one-off developments in order to meet objectives, timelines and ensure proper developmental processes.

The Incumbent is supported by a highly technical team of specialists consisting of 5 direct reports to assist in the supporting of over 300 custom developed active solutions, as well as the development of multiple capital and non-capital solutions.

The incumbent influences clients, suppliers and partners at the Senior Manager, manager and officer levels. Has responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism; makes decisions which influence the success of projects and other team objectives; collaborates regularly with all ISSS managers, team members, users and clients; and engages to ensure that the business needs are being met throughout the life cycle development process.

Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues affecting system and software development and enable the solutions business requirements.

The incumbent fully understands the importance of security and privacy to their own work and the operation of the organization. Seeks specialist security and privacy knowledge or advice when required to support their own work or work of immediate colleagues.

RESPONSIBILITIES

1. Develops organisational standards, and guidelines for software construction and refactoring.

- Plans and leads the day to day activities of the development services team.

- Plans and leads software development activities for strategic, large and complex development projects.
- Develops new methods and organisational capabilities and drives adoption of, and adherence to guidelines and standards.
- Takes technical responsibility across all stages and iterations of software development.
- Oversees the work and outputs of contractors and vendors to ensure compliance with organisational standards.

2. Assists all ISSS divisional staff in:

- Diagnosing service delivery problems and recommend actions to maintain or improve levels of service.
- Establishing and maintaining operational methods, procedures and facilities in assigned area of responsibility, and reviews them regularly for effectiveness and efficiency.
- Plans, and executes multiple simultaneous sprints within specific time frames for both existing and new activities within the entire division.

3. Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities.

- Coordinates and manages planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme.
- Provides authoritative advice and guidance on any aspect of test planning and execution.
- Defines and communicates the test strategy for the project.
- Manages all test processes, including test plans, resources, costs, timescales, test deliverables and traceability.
- Manages client relationships with respect to testing matters. Identifies process improvements, and contributes to corporate testing standards and definition of best practice.
- Ensures release processes and procedures are applied and that releases can be rolled back as needed.
- Identifies, evaluates and manages the adoption of appropriate release and deployment tools, techniques and processes (including automation)

4. Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation and continuous integration) to create a robust integration framework.

- Leads integration work in line with the agreed system and service design.
- Monitors and reports on the results of each integration and build.
- Designs and builds integration components and interfaces.
- Contributes to the overall design of the service and the definition of criteria for product and component selection.
- Contributes to development of systems integration policies, standards and tools.
- Provides advice to support the design of service components including designing in flexible and scalable capacity.

- Drafts and maintains standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures.

5. Manages all Application development staff.

- Allocates routine tasks and/or project work;
- Defines timelines and or project Sprints.
- Provides direction, support and guidance as necessary, in line with individuals' skills and abilities;
- Monitors progress against agreed quality and performance criteria;
- Acts to facilitate effective working relationships between team members.
- Allocates responsibilities and/or packages of work.
- Delegates responsibilities as appropriate. 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.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

This position undertakes work on which there is client expectations for quality and timely completion of initiatives. The lead and their team will be under pressure to deliver projects. Travel to regional and vendor offices may be required from time to time.

KNOWLEDGE, SKILLS AND ABILITIES

- Expert technical knowledge of server environments, platform software and their tuning and optimization.
- Expert knowledge of software development methods, practices and processes;
- Expert Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile);
- Expert 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;

- Expert experience with modern software development and scripting languages, software and tools;
- General knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBA) Business Analysis Body of Knowledge (BABOK Guide);
- General knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK);
- Knowledge of standard budgeting and accounting concepts and techniques;
- 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;
- Thorough understanding of other recognized generic industry and specialist bodies of knowledge as necessary
- Thorough knowledge of the domain of the Government of the NWT and is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others.
- Ability to rapidly absorb new information and applies it effectively.
- Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences
- Proven ability to effectively facilitate collaboration between stakeholders who share common objectives.
- Ability to maintain an awareness of developments in the industry and select appropriately from applicable standards, methods, tools and applications, taking responsibility for driving own development.
- Knowledge of IT service management concepts such as those described in ITIL;
- Proven ability to implement software design and programming concepts, processes and methodologies;
- Ability to assess and evaluate risk leveraging guidance from ISO 31000;
- Proven ability to lead teams including coaching, motivation and performance management.
- Proven facilitation skills effective at all levels of the organization

Typically, the above qualifications would be attained by:

Completion of an undergraduate degree in computer science, with 5 or more years of directly relevant and progressive experience including 2 years working as a senior software developer.

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