

IT Supervisor- Software Application Specialist

The Company

Located in Vancouver, Cressey Development Group is a leading real estate firm established over 50 years ago. Over this time, Cressey has evolved into a full-cycle development, construction and property management company that does more than construct buildings. We create communities – the kind of desirable places that people are proud to own, proud to live in, and proud to call home.

Job Overview

Reporting to the Chief Financial Officer, the IT Supervisor will provide technical expertise and support for developing, implementing, and maintaining various software applications within the organization. Your role will involve analyzing business requirements, configuring software solutions, troubleshooting issues, and collaborating with cross-functional teams to ensure the efficient operation and optimization of IT applications. The role will work closely with the Senior IT Specialist to ensure the network infrastructure at various office locations is supported and functioning properly.

Key Responsibilities

1. Application Implementation, Maintenance and Support:

- Ensure business software applications operate smoothly and meet end-users' needs.
- Be the technical focal point, coordinating with other IT staff or outside consultants to resolve software applications' technical issues.
- Respond promptly to user inquiries and technical issues related to applications.
- Diagnose and troubleshoot software problems and provide timely resolutions.
- Monitor application performance, identify areas for improvement, and implement necessary changes.
- Customize and configure applications to meet specific business requirements.
- Develop and deploy enhancements, updates, and patches to existing applications.
- Collaborate with developers and vendors to implement new features and integrations.

2. Business Analysis:

- Collaborate with different departments or teams to understand their software needs and tailor solutions accordingly.
- Participate in discovering, designing, and implementing new software applications.
- Translate business needs into technical specifications and project plans.

3. User Training and Documentation:

- Conduct training sessions for end-users to ensure effective utilization of applications.
- Create and maintain comprehensive documentation for applications and related processes.

4. Security and Compliance:

- Implement security measures to safeguard application data and prevent unauthorized access.
- Ensure compliance with industry standards, data protection regulations, and company policies.
- Email Security – ongoing maintenance and monitoring of email security and optimizing them for efficiency and effectiveness.

5. Quality Assurance and Testing:

- Develop test cases and conduct thorough testing of applications before deployment.



- Identify and address bugs and issues through rigorous testing procedures.
- 6. Application Integration:**
 - Integrate applications with other systems and platforms to enable seamless data flow.
 - Collaborate with integration specialists to ensure successful data exchange.
- 7. Licenses:**
 - Ensure the proper type and unit of software licenses are procured.
 - Participate in the software and service contract renewal process.
- 8. Management and Network Infrastructure/End-user Devices Support**
 - Assist the Senior IT Specialist on an as-needed basis.
 - Work closely with the Senior IT Specialist to:
 - Maintain professional relationships with hardware, software application and service vendors.
 - Source and procure end-users computer equipment.
 - Ensure the staff onboarding and offboarding procedures are efficient.
 - Ensure all systems' administration credentials are stored securely and accessible by the proper individuals.
 - Proactively replace aging hardware equipment.
 - Ensure firmware and operating system updates are up to date.
 - Ensure renewals of domain names and SSL certificates are done proactively.
 - Develop, implement, and test Disaster Recovery procedures.

Skills and Qualifications

- Bachelor's degree in computer science, Information Technology, or a related field.
- Proven experience as an IT Applications Specialist or in a similar role.
- Proficiency in configuring, troubleshooting, and maintaining various software applications.
- Strong analytical and problem-solving skills with the ability to understand complex business processes.
- Familiarity with programming languages, databases, and application development frameworks.
- Knowledge of IT security best practices and data protection principles.
- Excellent communication and interpersonal skills to effectively collaborate with team members and end-users.
- Strong attention to detail and a commitment to delivering high-quality work.
- Ability to prioritize tasks, manage multiple projects simultaneously, and meet deadlines.
- Priority considerations for applicants with working knowledge of Microsoft O365, Microsoft Teams Phone, Microsoft SQL, Microsoft Server Operating Systems, SharePoint, and Power BI.
- Working knowledge of the Yardi suite of cloud applications. Demonstrated experience in:
 - Modifying and creating custom reports to meet business needs.
 - Applying system backend changes such as configuring user groups, roles, workflows, etc.
 - Creating and maintaining documentation related to departmental processes and system configurations.
 - Applying, testing, and rolling out periodic Yardi system updates and hotfixes to ensure system stability and security.



- Ability to work closely with third-party Yardi consultants, coordinating efforts to ensure successful implementation and ongoing support, with a preference for completing tasks predominantly in-house.

Interested? Jane Hill Consulting is supporting this recruitment. Please submit your application (resume and expression of interest) to Jane Hill at apply@janehillconsulting.com