

## IT Manager, Applications

### Job Overview

Reporting to the Chief Financial Officer, the IT Manager, Applications will be responsible for providing technical expertise and support related to the development, implementation, and maintenance of 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 IT Manager, Applications plays a crucial role in ensuring the efficient functioning of software applications and supporting the organization's overall technology infrastructure. By combining technical expertise with business acumen, this role contributes to enhancing productivity, streamlining processes, and delivering exceptional user experiences.

### Key Responsibilities

#### 1. Application Support:

- Ensure business software applications are supported and running smoothly
- Be the technical focal point to coordinate 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.
- Ongoing management of the Office365 environment to ensure the backend is secured and organized and the end-users needs are met

#### 2. Hardware Support:

- Source and hold ready-replacement legacy hardware parts
- Analyze usage patterns to determine foreseeable hardware needs
- Printer/Copier source/negotiation/acquisition for all workplaces

#### 3. Application Configuration and Development:

- Responsible for supporting desktop and mobile software applications as required
- 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.

#### 4. Business Analysis:

- Collaborate with stakeholders to gather and document business requirements.
- Remain current in software solutions and provide fixes and workarounds, and verify changes to ensure continued operability
- Participate in the discovery, design, and implementation of new software applications
- Translate business needs into technical specifications and project plans.

#### 5. 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.
- 6. 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 technologies and optimizing them for efficiency and effectiveness
  - Sustain/Maintain legacy platforms - RMIS, RMIS-W, PM3, Traffic, AccPac, Novell Netware, DREC
- 7. 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.
- 8. Occupational Health and Safety**
  - Designated Workplace Health and Safety Representative
  - Participate in corporate Joint Occupational Health and Safety Committee
  - Participate in WorkSafeBC (WCB) Review Division and WCAT cases
  - Assist remote workplaces with Health and Safety issues
  - Maintain the Alfresco document management platform for construction safety
  - Review all WorkSafeBC Inspection Reports, safety non-compliance reports, and monthly construction site safety audits for the construction division
- 9. Application Integration:**
  - Integrate applications with other systems and platforms to enable seamless data flow.
  - Collaborate with integration specialists to ensure successful data exchange.
- 10. Application Upgrades and Maintenance:**
  - Plan and execute application upgrades and version updates.
  - Perform routine maintenance tasks, such as backup and data restoration.

### Skills and Qualifications

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Proven experience as an IT Applications Specialist, or 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.

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