Position: Business Solutions Manager

Terms: Full time, Permanent

Start Date: January 1, 2016

Job Description:

Reporting directly to the Manager of Accounting, the Business Solutions Manager is someone who can effectively cross-collaborate with multiple stakeholders to define the current and future state of PAOC’s business process, identifying issues and risks, suggesting mitigation strategies and driving towards technology solutions. This person must be:

- A talented IT/Business professional who loves complex and high stakes challenges.
- Determined to succeed by driving timely delivery of end-to-end IT solutions.
- An experienced IT professional experienced with both business strategy development and related technology solutions.

The Business Solutions Manager will own and drive end to end solutions throughout PAOC. This person will work closely with the key stakeholders to gather customer requirements, translate them into clear requirements documents, write compelling business cases and proposals, and then implement those approved and prioritized by the IT Steering Committee to deliver cost-effective solutions. The Business Solutions Manager must be detail oriented, yet able to see the big picture and work with the overall business, both in the day to day and at management levels, to drive a strategy which optimizes PAOC’s IT investment.

The Business Solutions Manager works with program management to develop, test, and release/support teams throughout the Systems Development Life Cycle (SDLC) process. In addition, the Business Solutions Manager will work with program management to help define operational processes, drive the launch, adoption, and training, support program development and execution, and track customer feedback in order to build improvements into future solution requirements.

As the Business Solutions Manager this person will:

- Collaborate with all of PAOC’s partners to find alternatives and solutions to business challenges. Seek out systems solutions (either internal to client or external 3rd party solutions) that can be leveraged to meet business requirements. Engage the business client early and effectively building solid relationships and pushing IT value upstream as key business direction is being set.
- Identify, understand, negotiate and document business requirements with various groups.
- Facilitate the IT solutions planning and estimating phases.
- Manage the delivery of business cases, project scope and requirements documents, test plans, and rollout communications.
- Act as primary liaison with business functions and solution management during the development lifecycle, from needs analysis and bug tracking to UAT and rollout.
- Develop and manage direct relationships with key stakeholders and subject matter experts to ensure the business solutions are aligned with their goals and priorities, and how process automation through IT solutions will help them reach their goals.
- Balance the customer’s requirements with technical constraints (e.g., application size, network bandwidth, hardware/software/equipment selections) to ensure that the value of the project is
realized. Clearly understand, articulate and document existing “as-is” systems & business architecture and define strategy for “to-be” architecture.

- Exercise independent judgment in developing methods, techniques, architectures and standards for obtaining solutions. Ensures scalability and international capabilities of technology.
- Create and maintain a cohesive, coordinated plan to deliver solutions that meet the stakeholders’ priorities within budgetary and product requirements.
- Manage the web/programmer staff priorities in meeting the needs of the various stakeholders.
- Budget management – Define and gain agreement on project budgets, ensure projects track to the budget.
- Provide in-depth business & technical strategy for systems solutions, identify business gaps and correlate to potential solutions.
- Drive the prioritization process by which decisions are made around the final project scope.
- Execute on project plans and assist others in executing on project plans across the various groups.
- Makes scope/schedule/resources (including budget) trade-off decisions with little or no guidance.
- Ensure line of business priorities and IT capabilities (technology and resources) are aligned.
- Analyze and document requirements and use appropriate techniques to refine, review and validate requirements.
- Demonstrate a sound understanding of how the overall business solution is positioned, deployed and supported globally.

Requirements/Qualifications and Previous Work and Related Experience (including educational requirements):

- Strong negotiation and consensus building skills when dealing with internal customers, stakeholders and team members.
- Ability to understand current/changing business processes, participation in defining application and platform functionality.
- Able to build credible customer relationships both in immediate team and across multiple customer groups.
- Can identify business issues and develop risk mitigation strategies.
- Holds sound understanding of IT technology concepts and software architectures, MS products, development tools, Office 365, etc. This person does not need to have deep technical knowledge.
- Strong leader who can focus on the vision and strategies of the group while managing the tactical components of running the daily business. Balance daily support needs with long-term strategy and successfully combine vision and reality into effective plans.
- Ability to deal with the ambiguity associated with working in a fast paced and changing environment.
- Exceptional communication, problem solving and cross-group collaboration skills.
- Demonstrated expertise using written & verbal communication skills to distill technology projects into understandable and compelling executive level presentations.
- Ability to recognize and resolve conflict.
- Excellent analysis and critical thinking skills.
- Exceptional project/program management skills and experience deploying large-scale cross enterprise IT system implementations within a fast based environment.
- Extensive product and program management experience with techniques such as use case analysis, data / process flow diagramming, process mapping and requirements documentation is highly desirable.
- Bachelor’s degree in computer science or related field of study for software development and project/program management preferred.

A cover letter and resume may be sent no later than November 1, 2015 to:

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