



# Manager Business Solutions

## Job Description

### CLASSIFICATION JOB INFORMATION

SAP Job ID:	90001109
Position/Classification Title:	Manager Business Solutions
Pay Grade:	EC 12
Add-On Eligibility:	True
Standardized:	No
Inactive	No
Date Last Evaluated:	8/31/2017

### JOB INFORMATION

Job/Working Title:	Manager Business Solutions
Department:	Cyber Security & Digital Solutions
Division/Section:	Information and Communications Technology Services
Reports To (Position Title):	
Exclusion Status:	Excluded

### OVERALL PURPOSE

The mandate of the Nova Scotia Department of Internal Services is to efficiently provide quality services and supports that enable other government organizations to deliver the programs and services that Nova Scotians rely on. Internal Services provides services to government organizations in five key areas; Corporate Internal Audit, Procurement Services, Information Communications Technology Services (ICTS), Public Works and Financial Service Delivery.

Accountable for ensuring delivery of all information, communication, technology services in support of the business operations of multiple client departments, agencies, boards and commissions. This includes the planning and operation of information technology services (management of external contracts, systems development, project management and production systems) to ensure business objectives are met. The incumbent is accountable for working with the business organization in the successful planning, design and implementation of IT-enabled solutions that support our clients to meet the current and future needs of these organizations.

Reporting to the Director Business Solutions, the Manager Business Solutions provides leadership and direction for corporate and line of business services, their associated strategies, services and/or programs serving all government departments, agencies, boards and commissions, the health and education sectors, as well as municipalities, universities, and arms-length corporations, ensuring alignment with government, departmental objectives and compliance with relevant legislation (including cyber security and privacy). The position leverages innovation and corporate technological advancements to support the transformation of government services and internal operations.

This position is part of the Business Solutions Group leadership team and is focused on the overall strategic direction, client enablement, effective management and delivery of IT services, programs and solutions. This position is responsible for ensuring effective day-to-day operation of the Business Solutions team and managing the provision of support to the organization and the users of IT. Key responsibilities associated with this position include problem tracking and reporting, software issue resolution, software security, and disaster recovery. The incumbent is responsible for all the service support activities in a very strong re-active and proactive environment. The Manager helps lead transformation across Internal Services and within 'CTS'.

### KEY RESPONSIBILITIES

Provides leadership in the strategic direction, priority-setting and administrative management of ICT Services and their related strategies, policies, and programs, in the context of government's solutions and the enablement of their use.

Ensures the Department's plans and objectives (and in turn Government priorities), are effectively supported by playing a lead role in the strategic/business planning process, and by translating client business requirements into appropriate information technology plans, strategies, solutions, policies, procedures, and budgets.

Accountable for the delivery of strategic, multi-departmental business/program transformation initiatives. This includes the planning and execution of complex, multi-year and multi-million dollar initiatives; establishing initiative scope; establishing overall budget and schedule; establishing initiative objectives and business benefits; aligning appropriate methodologies, techniques and technologies to enable delivery of the initiatives; resourcing the initiative; and providing ongoing leadership to effect the delivery high quality solution and results that meet or exceed stated business objectives

Ensures effective use of Supplier delivered services. Strategically manages the consumption of services by their client ensuring effective use of contracted services, ensuring services are provided according to a Master Service Agreement (MSA) with the supplier (ex. IBM), clients SLAs, and the technology vendor itself (ex. SAP, Microsoft, Amazon). Where issues are found, will work with all parties to ensure resolution. Provides regularly reporting to the other members of the management team, the supplier, and the client with respect to overall client satisfaction level, areas of concern, and any appropriate mitigation efforts. Provides recommendations and action plans for remediation, relationship growth, and other areas of concern. Works closely with all sections of the Business Solutions Group and clients to coordinate and govern business solutions service delivery, Service Level Agreements, client feedback on services received, and Supplier accountability; accomplished through supporting the SLA established process, will monitor and assess performance of established SLAs via regular client meetings where performance metrics are reviewed and remediation action plans are developed and communicated as necessary.

Lead in the design of transformed information technology program delivery supports. Ensure correct processes, resources, technology components, and decision structures are in place to deliver solutions that will meet new delivery approaches. Ensure the provision and facilitation of "end to end" service management of high quality, cost-effective business systems and the maintenance and enhancement of existing systems to support the changing requirements of the Department(s). This

is accomplished by taking a proactive, lead role in the management of information assets throughout the Department(s), introducing risk management protocols and system components; ensuring system designs will readily adapt to emerging business/program changes; ensuring compliance with internal controls and practices; ensuring appropriate privacy provisions; and introducing performance measurement systems in support of program output and outcome measurement.

Assist the Director in the management of the Business Solutions team human resources by participating in the development, maintenance and implementation of effective human resource strategic plans and practices; providing both formal and informal feedback to these employees on a timely basis; motivating employees to provide top performance by creating a work culture of teamwork and innovation; participating in the development, maintenance and implementation of effective communication processes; and ensuring employees have a safe and secure work environment. Ensures the effective management of human and financial resources by setting and evaluating staff performance targets, promoting diversity and a healthy workplace, demonstrating the leadership competencies, respecting corporate human resources practices, promoting teamwork and individual development, maintaining internal communication, monitoring revenues and expenditures, adhering to procurement guidelines, acquiring goods and services in the most cost effective manner, and accurately forecasting budget requirements for the fiscal year.

Develops and maintains formal partnerships and informal relationships with key stakeholders across government (federal, provincial) and the private sector by establishing and maintaining a high profile as a technology leader and leading/influencing the development of IT business solutions for high profile, citizen centered portfolios.

Manage the provision of Business Solutions service and support by leading the development, and updating of information technology methods, standards and tools for incident tracking and coding; Managing the incident lifecycle of activities; Managing the installation of upgrades, new hardware, etc.; and ensuring that all hardware, software, and database problems are solved in a timely and efficient manner including overseeing disaster recovery operations and involved personnel.

Oversee and manage the Business Solutions' customer care and service delivery to maintain a high level of customer satisfaction and effective service support processes by ensuring business solutions support is performed professionally, efficiently and effectively; ensuring appropriate quality and risk management policies and processes are implemented; monitoring and, where appropriate, adjusting workloads and/or resources to ensure service quality standards are maintained; ensuring employees have clear guidelines for addressing and resolving customer service issues; and, soliciting employee feedback on service support issues and service quality initiatives remaining aware of emerging technologies

Work collaboratively with other members of the management team to achieve common goals and develop and lead a culture of teamwork by ensuring that employees are aware of and understand the vision, strategic direction and annual plans for the department; effectively communicating the status of activities, programs and service requirements in a timely and open manner; resolving conflicts effectively and respecting others ideas and perspectives; consulting with colleagues to determine the implications of various concepts and ideas on the Department of Transportation and Public Works' programs and services; and providing support and guidance to colleagues as requested.

May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

## SCOPE

	<p><b>Contacts (Typical):</b></p> <p>The Manager Business Solutions works primarily with internal stakeholders and partners, either individually or in groups to develop strong relationships and ensure collaboration. Internal contacts include direct reports, business solutions staff, other members of the management team, colleagues across government, and the Director on a wide range of matters including performance and results. ICTS senior management team; senior management from departments, agencies, commissions, health, education, and crown corporations across government; and, information communications and technology professionals and colleagues at all levels of government and within the private sector. Contacts are both a strategic and operational level in supporting branch activities and ensuring their success. The incumbent works with private sector partners (i.e. Microsoft, IBM, CGI, SAP, etc.) on a regular basis to help advance the mandate and monitor service and performance levels especially for managed services.</p>
	<p><b>Innovation:</b></p> <p>The Manager Business Solutions is responsible for ensuring effective day-to-day operation of the Business Solutions team and for the overall support activities. The incumbent is responsible for creating and promoting a culture where idea generation and innovation is valued and encouraged, while still ensuring excellence in levels of customer service and compliance.</p> <p>The Manager Business Solutions must stay abreast of the latest technology trends and have a high degree of problem solving skills to deal with problems that are broad in range. The incumbent must guide their Business Solutions team to ensure practical, effective and compliant solutions are developed and implemented and to foster collaboration in cross-boundary work teams at all levels.</p> <p>The incumbent must be proficient and have a broad understanding of information technology innovations. A large part of the job is to provide creative solutions and processes reflective of the organization's maturity, the available resources and service delivery standards. The business of Government and the information technology environment is constantly changing. There are new technologies and innovative practices available on a regular basis that can aid the organization's effectiveness. The incumbent must respond in innovative ways to resolve complex business requirements. That means developing a vision that aligns with both the present and the future business goals and objectives, leveraging upon the full capability of information technology. Due to the resistance to change, the Manager must be able to identify incentives that are of suitable interest to the departments/sectors/clients as well as supporting government's objectives. As a result, change management strategies and methods are critical for success.</p> <p>The Manager must consider all aspects of development, maintenance, communication, and monitoring of assigned business solutions initiatives, project plans; reporting to the business on performance, cost optimization, issues, and risks. The incumbent participates in the development of strategic business cases, and leverages opportunity to maximize the technology investment and value.</p>
	<p><b>Decision Making:</b></p> <p>Guidance and direction is provided by the Director Business Solutions. The Manager uses this direction to develop the framework for support, policies, programs and/or services. Decisions are operational in nature and must balance the corporate perspective while satisfying a broad range of client and stakeholder interests; decisions must be made within the strategy and policy context of government. This position requires significant judgment and decision skills in assisting the negotiation of complex and detailed outsource agreements, service level agreements, corporate service agreements, and vendor agreements.</p> <p>The Manager makes decisions within the legislative and policy framework applicable to the department programs and privacy and security of information. This position is expected to make decisions regarding how best to utilize resources to meet operational needs within predetermined limits. The position also makes decisions regarding the plans, priorities, and objectives for the group he/she leads and is responsible for managing the budget assigned to the section.</p> <p>The Manager guides decisions regarding the portfolio of IT enabled initiatives through leading practices in Portfolio Management methodologies.</p>

	Decisions regarding major policy/direction or financial implications, politically sensitive issues and significant staff issues (e.g. dismissals) are made in consultation with the Director and Executive Director.
<b>Impact of Results:</b>	<p>This position is directly accountable for the provision of information technology services and solutions that enable effective program delivery and administration. The incumbent is responsible for key processes, program design to ensure business continuity, Errors could be detrimental and result in financial loss (ex. if over 60,000 monthly payments to clients and service delivery organizations are compromised), reduced levels of customer service both internal and external (some of these are systems that enable vulnerable citizens access to financial assistance to meet their basic needs and other services provided within the social safety net), damage to the organization's public image and credibility. The portfolio is critically aligned with the Government priorities. The success or failure of 'CT Services to do the right things in the best way with the right resources in a timely fashion can have positive or negative impact on the productivity of government and the ability to sustain itself. The results will also impact government's ability to meet its long-term goals and the quality of service delivery to the citizenry. Results can have a direct impact on the perception held by Nova Scotia citizens and businesses regarding the Government of Nova Scotia, including considerations such as effectiveness, efficiency, and level of satisfaction with services. Also, results directly impact other government programs (provincial, health, education, municipal, federal) that utilize ICT Services' service delivery operations. In addition, through collaborative initiatives and teamwork, the position impacts the effectiveness of the Chief Information Office.</p> <p>The position is ultimately responsible for ensuring the smooth day-to-day operation of the Business Solutions team and its ability to support the organization in the achievement of its business goals.</p>

### People Management:

	# Direct Resources Managed	# Indirect Resources Managed
<b>Additional Information (if required):</b>	<p>This Job Reports to: Director Business Solutions, Information, Communications and Technology Services, Internal Services</p> <p>Job Titles and number of incumbents reporting to this job: (if applicable) Multiple PAO 2s to PAO 4s as Business Analysts Multiple CSO 2s to CSO 4s as Programmer Analysts, DBAs, Project Managers, Business Analysts, Application Architects, etc. In the case of Managed Services (ex. SAP) multiple vendor teams and their members providing business solution support</p>	

### LICENSES/CERTIFICATIONS

<b>Data From Conversion:</b>	Other important information not referenced elsewhere in the job description that will assist the reader with a further appreciation of what is typical of this job. If a particular credential, license, trade certification, professional designation is required to fulfill the duties of this job include it in this section. For example: P.Eng, CA, Journeyperson Certificate. None identified. May perform other related duties as assigned.
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### WORKING CONDITIONS

#### Physical Effort

Minimal - Work activities involve alternating positions of light physical activities, which cause little physical effort. Majority of time of spent in a comfortable position with frequent opportunity to move about at will. Activities require a variety of easy muscle movements
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#### Physical Environment

Minimal - Works in an environment with occasional exposure to mild unpleasant or disagreeable conditions, and/or a remote possibility of risk of accident or health hazards.
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## **Sensory Attention**

Moderate - Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities, involving lost time. The need for detailed or precise work is moderate.

## **Psychological Pressures**

Moderate - Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent, e.g., pressure or deadlines, quotas or need for accuracy, unpleasant public or client contacts, probable concern about unpleasant situations, repetitious work, and/or some disruption of personal life because of work, work schedules or need to travel.

Examples/ Additional Information:	
	<p><b>Physical Environment</b> The incumbent spends much of the time in a comfortable seated position at a desk or computer terminal within an office environment. They will have frequent opportunity to move about. There is a frequent need to travel between offices.</p> <p><b>Physical Effort</b> The work is performed in an office environment with frequent visits to various clients possibly throughout the province. The incumbent will be using desktop or laptop computers significantly.</p> <p><b>Sensory Attention</b> There is frequent need to concentrate or to distinguish or interpret a variety of sensory inputs. The incumbent is required to pay close attention for moderate to considerable durations several times a day. Considerable concentration is required when reviewing and negotiating contracts, reviewing studies and plans and attending or facilitating lengthy meetings with multiple stakeholders.</p> <p><b>Mental Pressures</b> There is a need to work with stakeholders with multiple perspectives and persuade these resources to accept recommendations or strategic directions. The pressure of negotiating major, multi-party, agreements is required. There is considerable pressure to meet deadlines and several demands from internal and external stakeholders are placed on this position. This position is also providing advice on an on-going basis to more senior management with short notice.</p>
<b>Data From Conversion:</b>	