PEOPLE bank ON YOUR leadership.

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Closing: When filled
Location: Bridgewater Bank, Calgary

MANAGER, APPLICATION SUPPORT - BRIDGEWATER BANK

You truly appreciate the relationship between strategy and technology – and for you, the end game is always exceeding your client’s expectations with purposeful and well-designed solutions. You don’t just eat, drink, and breathe IT strategy and execution, you also live it. And of course, you bring a ton of experience optimizing operations and processes…that’s just what you do! And when it comes to leading projects, you’re the whole package: team player, supportive coach, and innovative troubleshooter.

As the Manager, Application Support, you will lead a team of System Analysts dealing with vendor management, ETL development & management, data encryption & security, software development & deployment, customer support and configuration management. This role will be responsible for defining and executing a balance management methodology that can support bank projects while ensuring bank applications and IT environments continue to perform as expected.

WHAT MOVES YOU

- You’re a problem-solver with a knack for analyzing issues and finding the perfect solution.
- You’re an analyst at heart and words like SQL, VB, VBA,.NET, Javascript, PHP, Jquery, AJAX, SSMS, SSIS, SSAS, SSRS, Web Services are music to your soul.
- You’re not content to stay still — your curious personality is always reviewing current processes and looking for improvements.
- You love to mentor and share your knowledge with more junior positions.
- A visionary and forward thinker, you love the challenge of finding new ways to strategically grow the business through meaningful and leading-edge technology and applications.
- You’re a respected IT leader who truly gets it. You’ve earned your stripes and have a well-deserved reputation as a technology innovator.
- You’re creative when it comes to sourcing information and evidence to support finding solutions.
- You’re relentless in finding sources of information is hard to come by – and we like that about you!
- You’re an excellent communicator (both written and verbal) with the ability to understand the needs of non-technical business owners.

WHAT YOU’LL DO

- Report to the Senior Manager, IT Operations – Bridgewater Bank.
- Guide creation of application support security operating procedures and protocols and ensure application support group is familiar with enterprise security standards.
- Coach team on agile principles, theories and practices and lead the team to a culture of continual improvement.
- Investigate new products, tools, and technology to add value to the business while ensuring that applications are on the right platform.
- Ensure all application changes are developed, tested, and implemented in a well-controlled environment.
- Provide guidance to help engineer products and solutions that deliver value to the customer and organization.
- Guide the design, build, test and maintenance of application support automation and integration scripts that address entire process flows.
- Work with software vendors to ensure that application design, configuration, implementation, and support meet Bridgewater Bank’s business requirements.
- Work with business units to articulate business needs, evaluate options, set priorities, and estimate the work effort required to enhance and maintain systems.
- Review daily activities of the application support team to ensure operational efficiency of Bridgewater’s banking systems.
- Work closely with external vendors, AMA, and business units within the Bank.
- Ensure banking and support processes are maintained and remain stable, reliable, accurate, and secure to minimize risk to our customers and the Bank.
- Keep abreast of best practices and make suggestions to improve the Bank’s own best practices and policies as they pertain to IT security and application support.
- Be responsible for creating an energetic, collaborative, and motivated team culture.
- Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.
- Implement and manage the software development lifecycle and system support methodologies.
- Lead and build an operations team within the organization as we pursue infrastructure evolution to design, develop, and deploy emerging technologies.
• Engage in business consultations with partners, resolve problems, and manage escalations.
• Commit to ongoing process improvement and act as a champion of change.
• Administer all implementation issues and generate short-term resolution, as well as long term preventive measures for development.

WHAT YOU'VE DONE
• You have a post-secondary education in Information Technology, Computer Science or an equivalent combination of education and related experience.
• “Been there, done that” – you have at least 10 years’ experience in both development and application support work (with developer and system analyst skills).
• You go to the head of the class if you have certification in Security (CISSP, CISM, GSEC), and/or Agile (lean, SCRUM, Kanban).
• You have experience leading or coaching a team. Even if it wasn’t in an office setting, we want to hear about it. Tell us how you inspire people and earn their respect.
• You’ve got solid experience in the development and management of short- and long-term operation plans - you know how to get big results.
• You’ve managed or supported a business application which required you to interact with business users as well as IT infrastructure as a service provider.
• Your hands-on approach ensures strategies are masterfully developed and executed.
• You combine technical know-how with sharp business acumen.
• You’re familiar with the financial industry and preferably have worked at a financial institution.
• You have strong written, verbal and presentation skills and can communicate complex ideas in accessible ways to a variety of audiences.
• You’re always on the razor’s edge of industry trends and best practices.

WHAT YOU’LL GET
• Competitive salary.
• Flexible benefits.
• Outstanding employer-paid Pension Plan.
• Great AMA discounts.
• Unlimited learning opportunities.
• Paid vacation and floater day.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.