Technology Product Owner-Fire Rescue

Role Summary

Reporting to the Deputy Fire Chief (Administration) and indirectly to the Manager of IT: Solution Delivery (Engineering & Public Safety) the Technology Product Owner – Fire Rescue will be responsible for leading the implementation and ongoing management of Technology products implemented within Fire Rescue and projects being undertaken by the District of Saanich.

In collaboration with IT, the main focuses for this position will be to implement capital projects; create a 5+ year roadmap and bring requirements into the IT Capital planning process; lead ongoing implementation, maintenance and operations of the Fire Rescue Technology portfolio; develop support and training strategies to ensure the organization and end users are successful; develop a sustainment model for application updates, modifications and upgrades.

Product implementation will encompass all the project management processes including initiating, planning, executing, controlling, closing and vendor management. Operational processes will utilize ITIL based processes being deployed within IT.

The Fire/Rescue Product Owner will be responsible for the timely and successful delivery of program objectives within budget and will participate in a joint Steering Committee between Fire/Rescue and IT to plan and implement approved products and services.

Qualifications
- Bachelor's degree preferably in Information Technology, Computer Science or Business Administration or equivalent combination of education and experience
- 5 years proven experience working and managing large technology projects; including 5 years proven experience acting as a Product Owner.
- Fire or Emergency Services Technology experience.
- An equivalent combination of education and experience may be considered.
- Project Management Professional (PMP) or other project management certification considered an asset.
- Business Analyst, System Analyst, and Product Owner certifications considered an asset.

Knowledge, Skills & Abilities
- Ability to work effectively and efficiently under pressure, lead and direct in a rapidly changing technical environment, and to make sound decisions.
- Understanding of Information Technology Infrastructure Library (ITIL) operational process including Incident, Change and Demand management.
- Demonstrated ability to successfully implement new technology and meet program objectives.
- Demonstrated ability to lead in a matrix management environment.
- Ability to manage multiple projects concurrently and lead a team of project delivery analysts.
- Ability to work independently and develop partnerships with internal /external stakeholders.
- High-level conflict resolution, problem solving and decision-making skills required.
- Excellent communication skills to effectively communicate to both technical and non-technical audiences - ability to make clear, concise and well organized oral and written communications and presentations.

Major Accountabilities

Advice & Support

- Leads Saanich/ECOMM 911 relationship from a technology perspective.
- Liaises with Fire Dispatch and IT Management.
- Manages the relationship between Saanich and CREST.
- Assist with strategic planning related to Fire IT systems.

Leadership of Staff

- Prepares guidelines for work performance, expenditures and use of resources for capital projects.
- Builds strong, open and collaborative working relationships characterized by mutual respect with superiors, peers and users.
- Ensures Corporate policies and standards are consistently applied and adhered to by the Section staff.
- Leads by example in terms of establishing annual personal performance objectives to be achieved by the section.
- Meets regularly with own direct reports to establish each of their annual personal performance objectives and holds them accountable for results.
- Evaluates the work of subordinate staff, guides them and identifies needs for development.
- Leads recruitment, orientation and training of new staff in accordance with District policies.
- Provides leadership to assigned Project Managers.

Division Operations

- Manages Fire Dispatch Technologies including:
  - CAD Workstations
  - Phone Network
  - Backup systems and business continuity
  - Voice Logging
- Manages Fire Department E-Comm related technologies including:
  - Radios
  - Mobile Workstations
  - Desk and mobile Phones
- Manages support for Fire specific software products including:
  - Records Management Software (RMS)
  - Roster Management Systems
  - Accounting, Budget Management and Asset Management Systems
  - ECOM911 and Computer Aided Dispatch (CAD) related suite of products
- Liaises with IT to implement improved business intelligence capabilities and creating reports from the databases.
- Provides day-to-day support and troubleshooting, software maintenance, database administration, responding to assigned incidents and performing systems change management.
- Conducts requirements review, process modelling, systems review, testing and documentation.
- Reviews data working with a business intelligence tool for canned and ad-hoc reporting.
- Creates and updates documentation and writes related reports.
- Provides training on all related systems.
- Facilitates meeting with Leadership and stakeholders.