

ROLE SUMMARY

Reporting to the Directors of Planning and the CIO of Technology, the Tempest Product Owner will be responsible for leading the implementation and ongoing management of all Tempest modules and Tempest projects being undertaken by the District of Saanich.

The main focuses for this position will be to implement capital projects; to create the 5+ year roadmap for the ongoing implementation, maintenance and operations of the Tempest system which will enhance efficient operations within the District; develop the ongoing support and training strategy to ensure the organization and end users are successful; and in collaboration with IT developing 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.

The Product Owner will be responsible for the timely and successful delivery of the program objectives within budget and to a high level of quality.

Key deliverables of the capital projects from a business perspective include:

- Digitization and automation of current manual tasks
- Integrations with Mobile devices and applications
- Sound import, export and interface protocols with other applications
- Data integrity protocols
- Environment upgrades
- Providing input to the District Digital Strategy for Tempest related products and services.
- Other in scope project goals as approved by the Tempest Steering Committee

Key deliverables for the sustainment model include:

- Defining and co-leading IT Governance for Tempest related products and services in collaboration with IT technical owner and department users
- Testing, training, workflow, reporting, archiving and support
- Review of best practice and best uses of the software
- Sustainability of the application including a viable upgrade process
- Integrating with and following IT Service Management and Delivery processes including Project, Incident, Change and Configuration Management
- End user communications relative to upgrades and major incidents.

This position will be responsible for leading and coordinating Tempest projects which will impact user departments and potentially alter the method and/or process in which business is conducted.

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
- Ability to work effectively and efficiently under pressure, lead and direct in a rapidly changing technical environment, and to make sound decisions.
- Project Management Professional (PMP) or other project management certification considered an asset
- Business Analyst, System Analyst, and Product Owner certifications considered an asset.
- 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.
- Excellent ability to process large volumes of information, multi-task and re-prioritize work based on evolving organizational needs.
- 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.
- Solid conflict resolution, problem solving and decision-making skills required.
- Must be creative and flexible when solving problems and able to encourage and engage input from others.
- 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.
- Experience with the Tempest product suite. Experience with alternative local Government ERP systems considered.

MAJOR ACCOUNTABILITIES**Advice & Support**

- Serves as a key member of the group which is responsible for advising on, operating and implementing the Tempest application.
- Reports evaluation findings to the Directors and IT Technical Owner recommends application direction and planning.
- Serves as a key member of the management group which is responsible for advising on and implementing the District's long-term tempest program, projects and policies; formulating and driving strategies for realizing key goals and objectives.

Leadership of Staff

- Prepares guidelines for work performance, expenditures and use of resources for the Tempest 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.

Capital Program Delivery

- Oversees all aspects of the Tempest implementations. Works collaboratively with the Application Owner, Information Technology Division and business users to ensure efficient and effective service
- Manages the planning, execution, monitoring and reporting of the Tempest Program budgets including hard and soft costs; ensure that budgets and schedules are met; provide timely information on the need to alter scope, schedule and/or budget
- Establishes work and sets priorities in conjunction with the Directors and IT Application Owner.
- Provides oversight of traditional project management deliverables including project schedules, budgets, reports, and meeting minutes/agendas etc.
- Builds relationships and ensures collaboration with other Departments
- Develops and maintains collegial and professional relationships with consultants and co-workers across a variety of departments and areas of expertise with a diverse range of skills and experience
- Plans, manages and maintains budgets and other resources to ensure program strategies, objectives, polices and priorities are met.
- Drives and Facilitates meetings regarding project decision points and or/project issues resolution.
- Establishes clear guidelines for escalation and corrective action as required.
- Provides oversight on the constant development of standard documents, processes and systems as appropriate to deliver on program needs.