JOB DESCRIPTION

JOB TITLE:	Application Specialist
DEPARTMENT:	Information Systems
REPORTING TO:	Senior Manager, Information Systems

Summary:

The Application Specialist is required to develop, manage and troubleshoot UDeCOTT's software applications. The Application Specialist duties also includes troubleshoot issues, evaluating / analyzing systems, auditing or verifying data and testing. The Application Specialist would be required to work with specialized applications and/or cloud solutions to meet the needs of UDeCOTT's unique environment to support the strategic business outcomes and operations of the organization.

Education, Knowledge and Experience

- Degree in Computer Science, Information Technology, Software Engineering or related field
- At least five (5) years in a similar position
- Working knowledge of Application Development methodologies
- Working knowledge of Database design, management and development
- In-depth knowledge of the Software Development Life Cycle (SDLC)
- In-depth knowledge of Software development best practices, standards and methodologies

OR

Equivalent combination of Qualifications, Training and Experience

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Key Duties & Responsibilities:

General:
- Administer application and provide technical expertise in development and execution of all IT systems based on departmental / user needs and preferences and industry best practice;
- Recommending improvements to existing applications or designing new applications to meet specific business needs;
- Coordinating with IT staff to troubleshoot technical issues with existing applications;
- Provide proactive maintenance of software applications and interfaces to optimize and ensure performance and stability in keeping with software development standards and best practices;
- Implement and test blueprints for application development, assist with application deployment;

- Monitor and test software applications to ensure that potential problems are proactively resolved where possible, systems are up to date and ensure that problems beyond competence are advanced to appropriate parties;
- Work with software vendors to evaluate, select and deploy applications to provide solutions to corporate issues and improve overall efficiency;
- Preparing proposals for new software development projects, including identifying potential users and creating detailed presentations;
- Creating reports on project status, including development time lines and identifying potential problems that may cause delays in completion;
- Develop and maintain documentation of IT applications and assists with the maintenance and updating of existing documentation;
- Assist with the evaluation, testing, implementation and rollout of technology across the organisation.

Required Computer Skills:

- Sound knowledge of application development environments such as PHP and SQL;
- Sound knowledge in React, Python, JavaScript, Typescript, CSS and related languages;
- Sound knowledge of Microsoft SQL server and related DBMS packages will an asset;
- Sound knowledge of Microsoft SharePoint and Power BI.

Additional Skills/Competencies:

- Solution oriented with the capability of taking initiative and being empowered;
- Ability to multitask and work in a fast paced organization;
- Solves problems quickly and completely;
- Be highly motivated, self-disciplined and function with minimum supervision;
- Ability to conduct detailed research in hardware and software and efficiently document findings/recommendations;
- Maintain confidentiality with regard to the information being processed, stored or accessed on the network;
- Must be a team player and customer service oriented;
- Excellent written and oral communication skills.

Dimensions and Scope of Role

- Operate within the company's IT Policies and Procedures
- Operate in accordance with the Company's Financial Procedures
- Work in accordance with the IT Industry's and the IT vendor's Best Practices as published

Key Behavioral Competencies

People Development: Has the ability to create an environment that enables action on the part of employees towards the fulfillment of organizational and individual goals. Is able to assess strengths and weaknesses and provide feedback that would enhance performance.

Strategic Perspective: Understands competitive markets and challenges within which Corporation operates. Ability to contribute to discussions on future trends, interrelationships and underlying issues.

Workload Management: Ability to contribute to determining measurable goals and objectives; Maintains focus on attaining high levels of performance and achieving results.   Plans, prioritizes and organizes time and tasks to meet deadlines. Achieve objectives in an efficient and cost-efficient manner.

Governance/ Compliance: Demonstrates and behaves in accordance with the principles of transparency and accountability in accordance with laws, state and organizational policies and procedures.

Communication: Has the ability to communicate in a logical and organized manner; at all levels in the organization, and with external stakeholders. Willingly and consistently provide information in an easily understood manner that permits and encourages feedback.

Integrity: Displays honesty, and credibility in relationships and work situations, consistent with the Corporation's values and principles e.g.: walks the talk, sets good example, ethical conduct.

Problem Solving: Is able to analyze complex data or situations, prioritize key issues; creates insightful solutions to problems and ensures proper execution.

Customer Service: Ability to influence employees to use 'gold' standards in providing continuous service to our clients.   Has a sense of urgency in addressing customer issues or seeks information about the real underlying needs of the customer, beyond those expressed initially.

Transformational: Is able to transform and automate business processes in line with modern technology.

Key Performance Indicators

- 100% Documentation maintained
- High cycle time rate
- 85% of information available electronically;
- 95% availability of applications.