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| Position Title | Business Applications Development and Support Manager | Department | Information Technology |
| Reports To | CIO | Location | TBA |
| Incumbent | N/A | Date of Preparation | |
| Cost Centre | TBA | | |

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| Primary Purpose and Scope | <i>Why does this job exist? A sentence or two summarizing the main areas of responsibility and encapsulating the main reasons for the existence of the job. Provide broad size indicators, e.g. total staff controlled, level of advice provided, etc.</i> |
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The primary purpose of this role is to manage and coordinate the analysis, evaluation, development, testing and implementation of Company X's software applications. The role also covers the efficient functioning and day to day running of the business applications.

The Business Applications Manager is responsible for:

- Managing Company X's Application Development Team including the planning, coordination and review of work plans for applications development staff; assigning work activities, projects and programs; reviewing and evaluating work practices and processes.
- Recruiting new Business Applications staff to meet the changing demands of the business.
- Analyzing business systems to determine effectiveness; identifying inadequacies, inefficiencies and problems; developing system specifications and recommending application software development.
- Ensuring that effective liaison and communication is maintained with end-users, suppliers and management, such that problems can be minimized and opportunities identified. This will include the operation of effective application change control.
- Managing Company X's applications on a day to day basis including troubleshooting and providing 3rd level support for these applications. This will include providing remedial support for all operational failures ensuring that initial resolutions are followed up with full corrective actions.
- Preparing estimates for Company X's Business Applications Support Officers to ensure the success of defined projects. This will ensure that agreed delivery dates and quality attributes are met as defined in Service Level Agreements and business plans.
- Ensuring that end-users are appropriately trained on all necessary applications.

The position necessitates a highly motivated individual who can provide strong application skills, along with leadership, guidance and coaching abilities, to deliver quality focused outcomes.