

JOB DESCRIPTION

Dept: Information Technology

Working Title: Project Leader (487)

Date: October 2001

Job Class: 16-14

PRIMARY FUNCTION:

To provide project management, technology planning, business area analysis, systems design and client support services to users of Kwantlen's Information Technology (IT) systems.

JOB DUTIES AND TASKS:

1. Participate in technology planning:
 - a. Identify and document business situations that require technology solutions or process improvements.
 - b. Research and develop business cases including technological alternatives, cost benefit analysis, programming resources and policy/procedure enhancements.
 - c. Translates business processes into technical specifications.
2. Plan and manage systems projects:
 - a. Manage system development or business process improvement projects.
 - b. Determine business feasibility, time frame and availability of resources.
 - c. Coordinate with client, Application Programmer/Analysts and other IT staff members to obtain commitments from all groups.
 - d. Identify, estimate and schedule project activities, assess project risk and create project plan.
 - e. Monitor and control project progress.
 - f. Conduct walk-through of system/business processes with clients.
 - g. Act as liaison between client and technical staff to ensure business requirements are properly communicated.
 - h. Train clients in the use of systems.
 - i. Assist clients in the preparation of test plans and conduct user acceptance tests.
 - j. Document user procedures.
3. Design and develop applications:
 - a. Consult with and advise clients on their operational and information needs.
 - b. Design and develop appropriate computerized technical or procedural solutions to meet client needs.
 - c. Design, develop and document technical design specifications.
 - d. Develop, test and implement new applications and enhancement to existing applications, according to design specifications.
 - e. Prepare and maintain appropriate system and user documentation.
 - f. Train and assist users during the test and implementation phases of application development.
 - g. Provide ongoing application support, including problem resolution and emergency maintenance when required.
4. Communicate with other members of the IT Department:
 - a. Train User Support staff members in application troubleshooting techniques.
 - b. Conduct training/information sessions on application systems and software technologies.
 - c. Collaborate in development projects or troubleshooting sessions as necessary.
5. Perform other related duties:
 - a. Participate in planning software maintenance releases.
 - b. Evaluate hardware and software tools.
 - c. Contribute to the development of technical standards, guidelines and procedures.
 - d. Communicate with contractors and software vendors as required.

SUPERVISION RECEIVED: Reports to Manager Enterprise Systems Application/Architecture
SUPERVISION/DIRECTION EXERCISED: 1. Supervises and guides staff and external contractors in performing project related tasks. 2. Establishes goals and objectives, assigns tasks and monitors work progress. 3. Monitors and assesses overall project performance.
PHYSICAL ASSETS/INFORMATION MANAGEMENT: 1. Develop, enhance and maintain information and education systems critical to the operation of the University College. 2. Handle confidential information in a responsible manner consistent with the Freedom of Information and Privacy Act.
FINANCIAL RESOURCES: 1. Provide cost estimates of software/hardware and resources in application development projects. 2. Select and recommend purchase of software, related documentation and training materials. 3. Sign for and verify receipt of purchases.
<i>The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.</i>

General Requirements

1. University degree with a major in Information Technology or Computer Sciences.
2. Minimum 8 years' experience in Information Technology environment, which includes 5 years of direct experience in enterprise cloud architecture conception and 3 years recent related experience in or supporting post-secondary enterprise systems. An equivalent combination of education, training and experience will be considered.
3. Demonstrated ability to take a leadership role in evaluating, developing and implementing Enterprise Cloud solutions. This position will be required to lead projects and work directly with university stakeholders to identify, assess and document business requirements with the ability to transform end-user needs into technical and functional requirements.
4. Progressive technical knowledge and knowledge of generative AI, best practices in information technology certifications such as Project Management, Agile SDLC and ITIL.
5. Certification in LEAN business processing. Proven work experience in business process analysis, developing LEAN business process methodologies.
6. Knowledge of modern infrastructures such as storage area networks, virtualization, high availability design, operating systems, network architecture, enterprise network management systems, etc.
7. Superior organizational skills with the ability to set priorities, follow-up and meet challenging deadlines.
8. Ability to research, evaluate, and plan the implementation of emerging technology.
9. Ability in architectural design, system design, and heterogeneous systems integration.
10. Proven ability to work in a team or highly matrix-managed varied and diverse environment with multiple concurrent initiatives/projects simultaneously and changing priorities.
11. Ability to work independently in a highly matrix-managed, extremely busy, varied and diverse environment with changing priorities.
12. Ability to clearly communicate and articulate complex and technical concepts clearly with non-technical as well as technical personnel at all levels of the organization both written and orally.
13. Ability to shift working hours and to work occasionally on Saturday, Sunday, and holidays.

Senior Enterprise Systems Architecture

1. 3+ years working experience in a leadership role of evaluating, developing and implementing enterprise architecture including project coordination, monitoring, maintenance and administration that support enterprise systems.
2. Certifications in Windows Servers(current), Active Directory (AD), Azure Administrator and Identity and Access Administrator.
3. 3+ years of experience in authentication protocols such as SSO, MFA, Kerberos, etc.
4. 4+ years of experience managing Windows-based infrastructure with AD, Azure AD, Azure AD Connect (AAD), Windows domains, and Public Key Infrastructure (PKI) environments.
5. Experience with PowerShell and other scripting languages for automation of AD, Azure AD, Identity

- and Access Management (IAM), and Microsoft SQL Server Database Administration.
- 6. Strong expertise in DNS, DHCP, DFS, KMS, LAPS, certificate lifecycle, and Group Policy managements in a hybrid of on-premises and cloud AD environments.
- 7. Experience with maintaining AD domains, forests, trusts, and controllers, and managing Group Policy Objects (GPOs) to organize devices, users, groups, and service accounts and enforce Role-Based Access Control (RBAC) and permissions.
- 8. Experience with monitoring system performance, security logs, and compliance reports for the Windows domain, AD, PKI, Microsoft Identity Manager (MIM), and Azure AD environments.
- 9. Ability to work in collaboration with network, security, and application teams to ensure seamless integration of identity and authentication services and provide technical support and guidance for domain, identity, certificate-related issues, patching, upgrades, migrations and infrastructure changes.

Senior Enterprise ERP

1. 3+ years' applied work experience implementing and maintaining a post-secondary ERP like Ellucian Banner, including Banner integrated applications such as Elevate, Degree Works, Banner Document Management System. An equivalent combination of education, training and experience will be considered
2. 5+ years of programming experience developing applications within the following areas:
 - a. Web languages: HTML, CSS, JavaScript, and other web programming languages
 - b. Programming languages: SQL, PL/SQL, Java, SharePoint Power Shell/Apps, Shell scripting
 - c. Databases include Oracle, Microsoft SQL Server
 - d. Operating System: Linux, Microsoft Windows Server.
3. Proven job experience in developing and delivering quality Business Intelligence and Institutional Data Warehousing, Business Analytics, Dashboarding and engineering report development with certification in tools such as Microsoft SSIS, Microsoft SSRS, Microsoft Power BI and advanced SQL reporting is desirable.

Enterprise Cloud Applications Architecture:

- 3+ years working experience in a technology leadership role of evaluating, developing and implementing enterprise architecture including project coordination, monitoring, maintenance and administration that support cloud-based administrative ERP systems (such as BANNER and etc.) including working with Application Programming Interface (API), using cloud-native and API-driven platform design to unify data integrations across systems.
- 3+ years of experience with integration technologies such as RESTful APIs, JavaScript Object Notation (JSON), GraphQL for API and Simple Object Access Protocol (SOAP) & Java Message Service (JMS).
- Hands-on applied work experience using integration tools and platforms such as Postman, Insomnia, Bruno, GraphQL Playground, API Gateways and version control.
- 3+ years working experience with ORACLE tools, environments and processes like Startup, Shutdown, Import, Export and basic tuning concepts.
- Expert proven proficiency in SQL and PL/SQL for database management and optimization, and skills in SQL tuning to optimize application performance.
- Understanding the architecture of enterprise self-service applications, and skills in testing and verifying various ERP modules and environments.
- Ability to work in collaboration with network, security, and application teams to ensure seamless integration of identity and authentication services and provide technical support and guidance for domain, identity, certificate-related issues, patching, upgrades, migrations and infrastructure changes.
- Proven applied experience and knowledge working with Linux (RHEL) and Windows technologies in AWS Elastic Compute Cloud (EC2) and Elastic Container Service (ECS) architectures is desirable.

Enterprise Business Analyst – Research

- Minimum three (3) years of experience working within a post-secondary, research administration, or public sector environment, with exposure to the full research lifecycle, including grants, ethics, contracts, research outputs, student research administration, and analytics.
- Minimum three (3) years of progressive experience in a technology-focused role supporting the evaluation, implementation, configuration, and ongoing support of cloud-based electronic Research Administration Systems (eRAS), grants management platforms, compliance systems, and workflow-based solutions.
- Minimum two (2) years' experience working with enterprise financial systems, including system testing, business and systems analysis, and the development of technical and functional documentation, preferably within a higher education environment.

- Demonstrated experience supporting vendor-led SaaS implementations, system configuration initiatives, and/or digital transformation projects within complex organizational environments.
- Strong understanding of business analysis, change management, and project management methodologies, with the ability to identify business needs, assess risks, define gaps, and translate requirements into actionable outcomes.
- Excellent interpersonal, communication, and relationship-building skills, with proven ability to collaborate effectively with diverse stakeholder groups, including researchers, faculty, IT, finance, and administrative units across the university.
- Knowledge of privacy, records management, and information security practices related to University Research initiatives.

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