



**Service New Brunswick
Applications Team Lead
Open Competition
Pay Band 5
Permanent full-time
Flexible Work Location**

Service New Brunswick is seeking two individuals to join the Health Application Services Branch of the Technology Services Division as Applications Team Lead.

Reporting to the Manager of Health Application Services, the Applications Team Lead will be responsible to provide leadership to teams that deliver application maintenance and support services for a suite of systems used by health care staff across the province, and manage the daily application support and maintenance activities, including resolution of incidents and fulfillment of requests. Responsibilities will include but are not limited to:

- Plan and oversee the day to day activities of the team;
- Provide direction and technical expertise in all aspects of application maintenance and support;
- Ensure system maintenance and support activities adhere to policies, standards, processes and procedures;
- Act as the escalation point for issues, and coordinate resources necessary to mitigate risks and bring resolution to issues;
- Plan and manage maintenance releases;
- Work closely with business owners to effectively and efficiently prioritize and schedule activities;
- Work closely with vendors of third-party systems on issue resolution and release planning;
- Prepare documentation as required, including regular status reporting;
- Manage, monitor, and report on service levels and key performance indicators;
- Provide ongoing support to teams members along with periodic and annual performance reviews.

ESSENTIAL QUALIFICATIONS: A university degree in Computer Science, Business, Health Sciences or related discipline and a minimum of five (5) years of related experience OR a college diploma in a related discipline and a minimum of seven (7) years of related experience. Subject to the response to this competition, an equivalent combination of training and experience may be considered, or the required years of experience may be increased.

Applicants must possess relevant supervisory experience.

Written and spoken competence in English is required.

Applicants must clearly demonstrate the essential qualifications to be given further consideration. Please state your language capability on your application and ensure that preferred language for assessment is clearly identified.

ASSET QUALIFICATIONS: Preference may be given to candidates who demonstrate they have training or experience in one or more of the following areas:

- Computer programming and familiarity with a variety of development environments, technologies, and methodologies;
- Systems analysis experience;
- Experience with service management processes and tools;
- Experience with project management tools and methodologies;
- Experience in a health care environment.

Subject to the response to this competition, candidates may be required to demonstrate on their application one or more of the asset qualifications in addition to the essential qualifications in order to be given further consideration.

OPERATIONAL REQUIREMENTS: This position may require some travelling within the province therefore candidates must possess a valid New Brunswick driver's license

Periodic weekday evening and weekend work hours will be required.

BEHAVIOURAL COMPETENCIES: The successful candidate will possess the following behavioral competencies:

- Team Leadership
- Analytical Thinking/Judgment

- Effective Interactive Communication
- Results Orientation
- Client Service Orientation

TECHNICAL COMPETENCIES: The successful candidate will possess the following technical competencies:

- Planning and Organizing Skills
- Specialized Subject Matter Expertise and Knowledge
- Written Communication

NOTE: To be given consideration under this competition, you must demonstrate on your application how, when and where you acquired the qualifications required for this position. Your résumé must present education and work experience in reverse chronological order, with work experience detailed in both months and years, and whether it was part-time or full-time (e.g. May 2000 to June 2004 — full-time).

This competition may be used to fill future vacancies at the same level within the same work location.

Candidates registered with the [Equal Employment Opportunity Program](#) and veterans, who demonstrate they are among the most qualified, shall be given preference at the time of appointment. We are an Equal Opportunity Employer and we promote a scent-reduced environment.

Salary : \$54,574 - \$76,232 annually – Pay Band 5 - Management and Non-Union Pay Plan

We encourage applicants to apply on-line at www.ere.gnb.ca or by email at HR-RH@snb.ca by **January 15, 2018** indicating competition number **2017-SNB-162**.

We thank all those who apply, however, only those selected for further consideration will be contacted.