



Job Posting

About the CFPC

Representing more than 40,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

Our Mission: Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

Our Vision: Leading family medicine. Improving lives.

Our Values: Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

We are recruiting for a Manager, Application Development and Support

Posting #:	2022-36
Department:	Business Solutions
Division:	Information and Technology Services
Reports to:	Director, Business Solutions
Classification:	Management
Status:	Full-time permanent
Job Family:	Manager
Full Time Equivalent:	1.0
Bilingual (English/French):	No

Summary

The Manager, Application Development & Support is responsible for business analysis, application development and support as well as solution architecture within the Business Solutions department in collaboration with all members of ITS Division.

Main Responsibilities

Essential Duties

- Manage a varied team of business analysts, support analysts, database administrator and application developers
- Responsible to support existing applications and projects through a variety of steps including requirement gatherings and business analysis, planning, maintenance and support for production systems and project related tasks
- Provide technical leadership during the preliminary steps of project inception (such as Request For Proposal) and collaborate with business leads and project managers to collectively decide for a business solution.
- Work closely with Director, Business Solutions and IT Project Managers on budgeting and resource planning
- Collaborate with senior I&TS Management and effectively contribute to meeting overall I&TS division goals and objectives.
- Provide coaching and support to direct reports and contractors influencing them to take positive action and accountability for their assigned work
- Assist in defining Incident/Problem/Change management processes and ensure team follows established practices
- Work with consultants, agency staff and vendors as needed
- Collaborate with peers and team to ensure support and projects are implemented that contribute to advancement of CFPC
- Provide Solution Architecture advice and expertise for projects including the creation, maintenance and management of IT architecture models and their lower-level components
- Lead effort on a variety of projects in a highly collaborative, fast-paced environment working closely with business units, user interaction designers, and application developers to develop new product offerings and improve existing ones
- Oversee activities related to the design, development, and maintenance of IT applications
- Lead small to medium projects through the approach and identification of key deliverables following CFPC standard project management methodology and constraints of scope, schedule, and budget
- Provide directions to staff members and vendors on activities related to build, deployment, and release management
- Research available IT solutions on the market that satisfy defined set of technical requirements and business needs and makes recommendations
- Recommend and participate in the analysis, evaluation, and development of enterprise long term strategic and operating plans to ensure that business objectives support business objectives
- Work with team to complete project assessments and estimates for enhancements or new applications and makes recommendations including Proof of Concept (POC), where appropriate. Ensure that recommendation aligns with established standards and project budgets
- Share best practices, lessons learned and updates the CFPC system and standards based on changing technologies
- Collaborate with ITS team members in order to review the objectives and constraints of each solution and determine conformance with standards
- Recommend and participate in the design and implementation of standards, tools, and methodologies
- Identify implementation risks and analyses potential impact on the enterprise and on the achievement of scheduled objectives
- Serve as a subject matter expert for architectural frameworks, methods, and tools
- Maintain application and software architecture documentation

Supervisory Duties

- Implement staffing plans of the team/department
- Set performance goals and project deadlines that align with CFPC vision, mission, strategic plan, and team/departmental priorities in consultation with the Director. Organize workflow, delegate work to employees, monitor and address issues with productivity or work quality, track progress, and provide constructive feedback and coaching
- Supervise direct reports and manage the performance of individuals through ongoing coaching, feedback, and development to motivate, engage and drive a high performing team.

Requirements

- Bachelor's degree in Computer Science, Engineering or related field
- Master's degree in Computer Science, Engineering or related field preferred
- 10 years' relevant experience
- 5 years' experience with CRM or Membership Management Systems
- Experience with content management systems such as Kentico, RISE, Word Press
- Experience with SDLC, project implementations and maintenance
- Experience with Developing and using functional and technical Use Cases, technical specifications, solution architecture and design specifications
- Project Management Professional Certification preferred
- Ability to organization and prioritize workload in a complex and dynamic environment
- User interaction design skills
- Ability to lead and executive proof of concept (POC) in new and emerging technology
- Interpersonal skills

Working Conditions

- Occasional after hours or weekend work
- Some travel for meetings and conferences may be required
- 8:00 a.m. – 4:00 p.m. or 8:30 a.m. – 4:30 p.m. or 9:00 a.m. – 5:00 p.m. Monday to Friday

This role is based in Mississauga and the successful candidate may have the ability to work remotely in accordance with the Organization's policies and procedures dealing with remote and/or hybrid work arrangements in effect from time-to-time. On February 17, 2022, the Executive Team announced the decision to explore becoming a fully remote, and nationally distributed organization. We are aiming for February 2023 as the date to finalize a decision in this regard. There is much work to be done, including the assessment of which roles, if any, require in person attendance going forward. In the interim, staff work remotely (or work in our office in Mississauga). Attendance in the office and at offsite meetings is voluntary during the pandemic, although there may be policies and/or procedures that require regular in-person attendance introduced in the coming weeks. Unless otherwise identified, all new employees and internal employees who apply for new positions will be expected to commute to our office in Mississauga at their own expense if required to do so.

If you share our passion, and are committed to living our CFPC Values

please submit a cover letter and your résumé referencing the posting# 2022-36 to: careers@cfpc.ca July 22, 2022.

The CFPC is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity or expression. The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.

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

