

Job Title: IT Applications and Sustainment Specialist

Department: Enterprise Performance Analytics and Applications

Reports to: Manager, Performance and Sustainment

Summary

BCIB is the provincial Crown Corporation responsible for implementing the Community Benefits Agreement (CBA) on select public infrastructure projects. The CBA prioritizes hiring of local, Indigenous, women, people with disabilities and other underrepresented groups and enables a culturally competent and respectful worksite. BCIB is committed to growing and mobilizing a safe, diverse, and skilled workforce and increase opportunities for apprenticeships.

Reporting to the Manager, Performance and Sustainment, The IT Applications and Sustainment Specialist is the primary resource responsible for application configuration, deployment and end-user support at BCIB. Additional tasks include developing and maintaining the BCIB website, scripting and automation, documentation, and supporting the Performance Management & Analytics (PMA) and IT infrastructure team.

As part of a small team supporting a wide range of IT services, the IT Applications and Sustainment Specialist should have a broad, full-stack skillset along with a strong drive and enthusiasm to learn new skills and technology. The IT Applications and Sustainment Specialist must be able to work independently but collaborate effectively as part of a team.

Essential Duties & Responsibilities

- Providing Tier 1 and Tier 2 technical support for general IT issues
- Remain up-to-date with product releases and notifications from Salesforce. Troubleshoot and debug error logs.
- Tier 3 enhancements for general IT systems, with a focus on Salesforce Create and configure objects, metadata, and Flows/declarative automation. Configure and maintain Salesforce Communities. Configure and maintain sharing rules, org-wide defaults, org data model.
- Create Reports; assist users in creation and fine-tuning of Reports through BCIB application systems.
- Perform Jira configuration changes (Workflows; Issue Types), development (Automation Rules; Groovy scripts), and integration (Jira API).
- Work with the Business Analyst to interpret and analyse disparate business requirements and translate into one or more effective, recommended technical solutions.
- Oversee Release management, using Git (Bitbucket)
- Conduct application (Nodejs) customization and deployment.
- Peer review of deliverables with a focus on adherence to design conventions and object-oriented best practices
- Testing, documenting, and deploying changes.
- Low-level technical documentation.

Desired Skills & Qualifications

- Supports, analyzes, and troubleshoots distributed, interconnected, and multi-tiered application systems with a focus on finding root causes instead of Band-Aid fixes.
- Web technologies (Nodejs/Reactjs).
- Git code management; version control
- Solid grasp of SOLID & object-oriented design principles
- Strong awareness about software development best practices
- Good awareness of information security best practices.
- Good experience of networking and system administration within an Active Directory environment.
- Excellent communication & customer service skills.

Education and Experience

- Computer Science degree or equivalent industry experience.
- 3+ years of directly relevant experience working in a similar corporate environment.
- Salesforce Administrator 1 preferred
- Salesforce Platform App Builder OR Platform Developer 1 preferred

BCIB is an equal opportunity employer and welcomes all those interested in the role to apply. BCIB staff will review all applications received, but only those shortlisted will be contacted for a follow-up interview.

Please send your resume and cover letter to jobs@bcib.ca

Application Deadline: March 25, 2022