

JOB DESCRIPTION:	Manager, Applications Services		
DEPARTMENT:	Information Technology Services		
REPORTS TO:	Associate Vice President, Technology and Chief Information Officer		
JOB DESCRIPTION NO:	A0925	BANNER JOB NO.:	A00026
PAY GRADE:	11		
DATE:	April 2009		
LAST REVISED:	September 2026		

THE ROLE:

Under the general direction of the Associate Vice President, Technology and Chief Information Officer (CIO), the Manager, Application Services provides leadership and operational oversight for the College's enterprise application services, including business and learning applications, systems integration, application support, data and reporting services, and application lifecycle management. The Manager works collaboratively across Information Technology Services (ITS) and with academic and administrative partners to ensure application services are secure, reliable, client-centred and aligned with College priorities.

MAJOR RESPONSIBILITIES:

Under the general direction of the AVP, Technology & CIO, the Manager, Application Services:

- Supports the AVP Technology & CIO in developing long-term vision, strategy, roadmaps, budgets, operational plans and performance objectives for enterprise application services.
- Manages the planning, delivery, sustainment and continuous improvement of business, learning, student, administrative, data and reporting applications across the College.
- Oversees application lifecycle management, including product evaluation, implementation, upgrades, integrations, release management, documentation, support and decommissioning.
- Establishes documented application service standards, support models, change control, quality assurance, configuration management, knowledge management and service level expectations.
- Works with academic and administrative partners to understand priorities, gather requirements, resolve service issues and ensure application solutions are aligned with College needs.
- Collaborates with ITS teams to ensure integrated, secure, reliable and coordinated delivery of application services across infrastructure, operations, security, client services and project teams.
- Provides timely application metrics, service reporting, system inventories, documentation and recommendations to support operational planning and strategic decision-making.
- Manages application vendors, consultants and contractors, including service expectations, licensing, procurement support, contract coordination and issue resolution.

- Fosters innovation, application awareness, effective technology adoption and continuous improvement in support of teaching, learning, student services and College administration.

Leadership and Administration

- Leads, inspires and supervises assigned staff, including recruitment and selection, training, work assignment, performance planning, evaluation and discipline where appropriate; nurtures a culture of lifelong learning, inclusivity and teamwork.
- Provides training, guidance and development opportunities to direct reports to enable effective performance, maintain current technical knowledge and support effective application services.
- Establishes clear performance expectations and service objectives for direct reports to support operational priorities, project delivery, service excellence and client-centred outcomes.
- Ensures staff adhere to College policies, ITS procedures, application standards, change management practices, documentation requirements and service level expectations.
- Contributes to effective employee and labour relations by administering the collective agreement, representing management in grievance processes and consulting with Human Resources as appropriate.
- Establishes annual performance goals in conjunction with the AVP Technology & CIO and reports regularly on progress, risks, operational priorities and service improvements within Application Services.
- Maintains a high personal standard of performance by participating in relevant professional development, sector networks, vendor briefings and education or technology training opportunities.
- Develops and maintains key internal relationships with academic, administrative and ITS partners to understand application needs, support service excellence and coordinate integrated technology solutions.
- Liaises with vendors, professional organizations and peer institutions to support application planning, service improvement, product awareness and emerging practice adoption.
- Leads application-related projects and initiatives within the Manager, Application Services' scope of responsibility and participates in College strategic plan initiatives related to application services, data, integrations and digital service delivery.

Regulatory Compliance and Risk Management

- Identifies, assesses and recommends mitigations for operational, security, privacy, continuity and vendor risks related to enterprise applications and related services.
- Maintains awareness of legislation, regulations, policies and standards related to position responsibilities and supports College compliance within the Application Services portfolio.
- Ensures sensitive and private institutional, student and employee information is handled in accordance with College policy and applicable requirements.

Other Related Duties

- Actively models the Douglas College Core Competencies.

- Performs other related duties as required.

EDUCATION, EXPERIENCE AND SKILLS

- Established professional credibility as evidenced by an undergraduate degree in Computer Science, Information Systems, Business or a related discipline from an accredited post-secondary institution. An equivalent combination of education, training and experience may be considered.
- A minimum of five (5) years of progressive experience in application services, enterprise systems, business systems, systems development, application support or related IT service delivery, preferably in a public sector or post-secondary environment.
- Minimum two (2) years of supervisory experience, preferably in a unionized environment.
- Experience leading technical teams in complex environments to deliver reliable, secure and client-centred application services.
- Demonstrated knowledge of enterprise application lifecycle management, including planning, implementation, configuration, integration, testing, release management, support, upgrades and decommissioning.
- Demonstrated knowledge of higher education enterprise systems, such as student information systems, learning platforms, reporting and analytics tools, identity-integrated applications or comparable ERP environments.
- Strong knowledge of systems, software and data architecture, relational database concepts, integrations, APIs, application security, cloud/SaaS delivery models and software development lifecycle practices.
- Demonstrated knowledge of ITIL methodology, change management, incident and problem management, service level management, configuration management and client-centred support practices.
- Proven experience in project management, business analysis, requirements gathering, business case development, budget planning, vendor coordination and contract or licensing oversight.
- Demonstrated ability to interpret and apply policies, standards, procedures and regulatory requirements related to privacy, security, accessibility, records, procurement and information management.
- Excellent analytical, critical thinking and problem-solving skills, with the ability to assess emerging issues and develop practical solutions aligned with institutional needs.
- Strong organizational and prioritizing skills, with the ability to balance operational support, project delivery, service improvements and competing deadlines in a high-pressure environment.
- Excellent interpersonal and communication skills, including relationship building, consultation, conflict resolution and the ability to present technical concepts and recommendations in business-friendly and user-friendly language.
- Proven ability to exercise tact, diplomacy, confidentiality and sound judgment when working with sensitive institutional, student, employee and operational information.
- Demonstrated ability to model professional, ethical and collaborative behaviours consistent with the responsibilities of this position.
- Demonstrated abilities that align with the Douglas College Core Competency Framework.