

JOB DESCRIPTION

Business Applications Manager



Purpose

The Business Applications Manager is a senior role within the Information Technology Department, responsible for overseeing and managing the organization's business applications landscape. This role leads three key areas: Specialised Systems, Enterprise Systems, and Application Development. The position ensures the effective management, development, and support of critical business applications to drive organizational efficiency and innovation.

Core Functions

1. Lead the Business Applications team to provide comprehensive support and management of Specialised and Enterprise Systems.
2. Oversee the design, development, and implementation of new business applications to meet evolving organizational needs.
3. Ensure optimal performance, availability, and security of all business applications and associated infrastructure.
4. Drive continuous improvement and innovation in business applications to enhance user productivity and business processes.
5. Manage vendor relationships and contracts related to business applications.
6. Align business application strategies with overall organizational goals and IT strategies.

Role Dimensions

Reports to: Head of Information Technology
Department: Information Technology
Job Level: NM/RM
Location: Head Office, Port Moresby
Direct Reports: Specialised Systems Lead, Enterprise Systems Lead,
Application Development Lead

Person Specifications

- A degree or similar tertiary qualification in Information Technology, Computer Science, or related field.
- Minimum 5 years of experience in IT application management, with at least 3 years in a leadership role.
- Proven record of successful management; experience working within a Finance or Banking organization is advantageous.
- Strong understanding of financial business operations and processes.
- Expert knowledge of finPOWER, emPOWER, and other key business applications.
- Well-versed with MS Windows Environment, MS365, and cloud-based applications.
- Experience with data warehousing, CRM systems, and API management.
- Familiarity with HR systems, Business Intelligence tools, and content management systems.
- Strong background in software development and application architecture.
- Experience with modern development frameworks and languages (e.g., .NET, Java, Python, JavaScript).
- Familiarity with Agile development methodologies and DevOps practices.
- Knowledge of cloud-native application development and microservices architecture.
- Strong knowledge of database management systems, particularly MS SQL Server 2022, including administration, performance tuning, and security best practices.
- Strong project management skills and experience with Agile methodologies.

- The ability to communicate clearly and precisely with senior level staff including Executive Leadership Team members.
- Experience in managing team members, with a proven ability to train, lead and motivate and encourage staff training and development.

Core Competencies

- Service-oriented person, with proven success and quality delivery.
- Professional with strong integrity and highly motivated.
- Results orientated person, with proven success and delivery.
- Level-headed, resilient and calm under pressure.
- Ability to deal with ambiguity, have a "can do" work ethic and high energy level.
- Excellent communication skills (written and verbal), delivered with confidence and empathy.
- Ability to influence and persuade, working across a range of internal clients and stakeholders at various levels of authority.
- Ability to work productively and collaboratively with a diverse and committed group of managers and their teams.
- Sound interpersonal skills and interpersonal sensitivity.
- Sound planning, organisation and problem-solving capabilities.
- Quality decision making and initiative.
- Understanding of PNG environment or ability to adapt and apply learnings.

Leadership Competencies

- Proven ability to lead by example, motivate, coach and mentor staff to achieve targets whilst remaining empathetic and professional.
- Priority setting and delegation as appropriate.
- Lead and influence others, including those that are not direct reports, managing upwards as necessary.

- Certifications in relevant technologies or project management (e.g., PMP, PRINCE2, ITIL) are desirable.

Role Specific Areas of Responsibility

Operational

1. Specialised Systems Management

- Oversee the management and support of finPOWER, emPOWER, CRM, and Data Warehouse systems.
- Manage the Asset Management system, ensuring accurate tracking and reporting of IT assets.
- Lead the development and maintenance of the API Platform/API Layer, facilitating system integrations and data exchange.
- Oversee the implementation and management of MS Windows PowerApps solutions.

2. Enterprise Systems Management

- Manage the HR21 system, ensuring seamless integration with HR processes and payroll.
- Oversee the Business Intelligence platform, driving data-driven decision-making across the organization.
- Manage the Document Management System, ensuring efficient document storage, retrieval, and compliance.
- Oversee the Internet & Intranet content management system, ensuring up-to-date and relevant information.
- Manage SharePoint implementation and usage, promoting collaboration and knowledge sharing.
- Oversee the Card Access (Gallagher) System, ensuring proper security and access control.
- Manage AWS cloud infrastructure, ensuring optimal performance, security, and cost-effectiveness of cloud-based enterprise applications and services.
- Oversee MS SQL 2022 administration and support, ensuring high performance, availability, and security of database systems across the enterprise.

3. Application Development and Enhancement

- Lead the design, development, and implementation of new business applications to support organizational needs and strategic initiatives.
- Oversee the entire application development lifecycle, from requirements gathering to deployment and maintenance.
- Implement and manage Agile development methodologies to ensure efficient and effective application delivery.
- Collaborate with business units to identify opportunities for process automation and application enhancements.
- Manage the development team, including in-house developers and external contractors when necessary.
- Ensure adherence to coding standards, best practices, and security protocols in all development projects.
- Oversee the integration of new applications with existing systems and data sources.
- Lead DevOps initiatives to streamline the development, testing, and deployment processes.
- Manage the application testing process, including unit testing, integration testing, and user acceptance testing.
- Oversee the creation and maintenance of technical documentation for all developed applications.
- Stay informed about emerging development technologies and frameworks, recommending adoption when beneficial to the organization.

4. Additional Responsibilities

- Develop and implement a comprehensive business application strategy aligned with organizational goals.
- Lead application lifecycle management, including planning, implementation, and retirement of systems.
- Ensure robust application security measures are in place and regularly updated.

	<ul style="list-style-type: none"> • Oversee user training programs for all business applications. • Manage the business applications budget, ensuring cost-effective solutions and ROI on investments. • Lead cross-functional teams in implementing new applications and major upgrades. • Establish and monitor KPIs for application performance, availability, and user satisfaction. • Implement best practices in application development, testing, and deployment. • Stay informed about emerging technologies and industry trends, recommending innovative solutions to enhance business processes. • Ensure compliance with relevant industry standards and regulations in application management. • Develop and maintain disaster recovery and business continuity plans for all critical business applications. • Foster a culture of continuous improvement and innovation within the Business Applications team. • Collaborate with other IT teams to ensure seamless integration of applications with infrastructure and security measures. • Provide regular reports on application performance, projects, and key metrics to senior management. • Develop and maintain a roadmap for application development and enhancement, aligning with business strategy and technological advancements.
<p>Leadership & People Management</p>	<ul style="list-style-type: none"> • Lead and manage the Business Applications team, providing day-to-day support to all staff to ensure all levels of service are met. • Maximise staff performance by providing the necessary guidance, motivation and ongoing development of individual staff skills that increase effectiveness in their roles. • Train new and existing staff for new system functions & procedures. • Demonstrate management effectiveness that inspires confidence, and promotes teamwork, respect and personal & professional mentoring of employees. • Ensure the recruitment, selection & training strategies of the company are applied to all employees within ITSU, in conjunction with H.R. so that staffing needs achieve maximum performance. • Ensure all company H.R. policies and procedures are adhered to. • Ensure that all staff are fully trained in the use of relevant computer applications and are able to apply these skills as effectively as possible in the workplace. • Ensure the WH&S of both internal & external staff are in line with company policy & legislative requirements. • Ensure all staff are supported in planning & prioritising their workload. • Ensure the performance of employees is monitored through performance reviews and where necessary commence performance management activities and counselling. • Directly responsible for implementing the ISMS Policy within the team, and for adherence by staff. • It is the responsibility of each employee of FinCorp, as well as relevant adjunct business partners, to adhere to the ISMS Policy.

