

FireSmart™ Home Partners Program Technical Administrator

TITLE OF IMMEDIATE SUPERVISOR: Home Partners Program Provincial Coordinator

ORGANIZATION(s): Pyrisence Consulting Inc. (FireSmart BC, Fire Chiefs Association of BC)

DURATION OF CONTRACT: 3 years; with continuation likely to occur

WAGE: \$85,000 / Year

PROCESS DEADLINE: Process intake will remain open until a successful candidate is selected

SHIFT / CONTRACT WORK: The regular hours of contract work for this position are up to 35 hours per week. From time to time, the incumbent may be required to work a flexible schedule, including evenings, weekends, and holidays to meet operational requirements.

CONDITIONS OF WORK: Some travel throughout the province of British Columbia may be requested and is a requirement of this position.

SUMMARY OF POSITION: Reporting to the Home Partners Provincial Coordinator, the Home Partners Program Technical Administrator (HPP-TA) will lead technical program support, development and associated platforms, processes and requirements. This position will also work with the FireSmart BC team in delivering other FireSmart BC initiatives throughout the province of British Columbia.

The HPP Technical Administrator will work closely with a variety of program users to ensure a seamless and professional level of program support, quickly and effectively resolving issues and updates as they required. In addition to HPP related tasks, the HPP Technical Administrator will assist in the development of other FireSmart BC platform-based projects as needed.

HPP TECHNICAL ADMINISTRATOR DUTIES:

Technology Delivery & Operations:

- Perform complex end-to-end delivery/design and maintenance for systems within scope of expertise
- Execute operational projects and planned enhancements as determined by FireSmart BC or affiliated organization project managers
- Identify operational problems and contribute to their resolution, ensuring they are managed in accordance with agreed standards and procedures
- Act as a specialized resource in the team's specific technology(s) and perform problem solving & analysis
- Design solutions by applying approved methods of problem and systems definition, requirements, and data specification analysis
- Maintain application support processes, and checks that all requests for support are dealt with according to agreed procedures and timelines

- Initiate and monitor actions to investigate and resolve problems in systems, processes, and services
- Determine problem fixes/remedies and assist with the implementation of agreed remedies and preventative measures
- Have experience with Amazon Web Services (AWS) cloud products, use, design, maintenance and delivery

Testing & Support:

- Respond to the application or infrastructure-related issues or other situations that impact system performance, perform diagnostics and other problem-solving activities, and implement remedial procedures as required
- Create test cases using in-depth technical analysis of both functional and non-functional specifications
- Provide reports on progress, anomalies, risks, and issues associated with the overall project
- Investigate and coordinate the resolution of potential and actual service problems

Maintenance, Planning & Configurations:

- Maintain an ongoing awareness and understanding of new and enhanced technological development including executing platform update to adhere to iOS Apple, and Android requirements
- Make recommendations on new technology and contribute to proposals and implementation plans based on the analysis
- Provide advice and guidance to support the adoption of methods and tools and adherence to policies and standards across HPP and other FireSmart BC digital platforms
- Verify and approve changes ensuring the protection of assets and components from unauthorized change, diversion, and inappropriate use
- Perform audits to check the accuracy of information and undertakes any necessary corrective action

FireSmart BC Team:

- Work collaboratively with the HPP Provincial Coordinator, other HPP and FireSmart BC staff and associated agencies to promote the coordinated delivery of the FireSmart BC and the Home Partners Program across the Province of BC
- Participate in and comply with FireSmart BC training
- Maintain the HPP and associated platforms digital databases, updates and technical changes
- Other duties as required

REQUIRED QUALIFICATIONS:

- Completion of the twelfth (12th) school grade or GED
- Any of the following:
 - Degree in a Computer Science or Software Development related field with a minimum of four (4) years of progressively responsible experience providing application support

that includes experience in programming, systems analysis, and design, designing and developing applications, utilizing .NET

- Diploma in Computer Science or Software Development related field with a minimum of five (5) years of progressively responsible experience providing application support that includes experience in programming, systems analysis, and design, designing and developing applications, utilizing .NET
 - Completion of one (1) year related certificate in Computer Science or Software Development related field with a minimum of seven (7) years of progressively responsible experience providing application support that includes experience in programming, systems analysis and design, designing and developing applications, utilizing .NET
- Application support experience required
 - Experience in programming, systems analysis and design, process and data modeling, designing and developing applications, preferably using the Microsoft technology stack, including knowledge of adjoining technologies or applications
 - Experience in .Net Core, ASP.Net, Bootstrap, C#, JavaScript, LINQ, Node/Node Package Manager (NPM), React JS, SQL Server, Web API, IIS
 - Ability to perform complex end-to-end system integration, solution delivery and maintenance
 - Ability to provide guidance and direction to less experienced staff
 - Awareness of emerging technologies and the ability to present ideas, recommendations, and proof of concepts to senior levels
 - Able to operate within a hybrid environment of cloud and on-premises data, applications, and technologies
 - Knowledge of the available standards, methods, tools, and applications relevant to own specialism and ability to make appropriate choices from alternatives
 - Demonstrates creativity, innovation, and ethical thinking in applying solutions for the benefit of the customer/stakeholder
 - Proven ability to actively seek out new knowledge for own personal development and the mentoring or coaching of others
 - Ability to proactively recognize and identify potential risks, and to develop suitable mitigation strategies
 - Excellent organizational, interpersonal, facilitation with a strong focus on customer service, and the ability to excel within a team environment
 - Excellent verbal and written communication skills, including the ability to explain highly technical concepts to non-technical business users, and to articulate very specific requirements to technical support resources
 - Strong analytical, diagnostic, project and research skills and keen attention to detail
 - Ability to prioritize, manage and complete multiple tasks simultaneously, while maintaining critical milestones
 - Demonstrated ability to achieve results in the context of a respectful, inclusive and service-minded style

ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:

- General knowledge and awareness of emergency management, planning, forestry, landscaping and building construction principals
- Ability to work with and provide education to the public in a one on one and group setting
- Ability to work independently within a collaborative teamwork approach
- Proficiency in report writing and reviewing skills
- Strong interpersonal and communication skills
- Knowledge in wildfire behavior and wildfire management principles
- Knowledge of the FireSmart Home Partners Program and other FireSmart BC & Canada programs
- Valid Class 5 BC Driver's License and a satisfactory Driver's Abstract
- Satisfactory/acceptable Criminal Record Check

Applicants may be tested.

HOW TO APPLY:

If this posting gets you excited, we want to hear from you. Send your resume to taylor@sitepartners.ca with "HPP TECH + Last Name, First Name" in the subject line and let's get to work!