



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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# Job Board Posting



Careers.Indigenous.Link

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## Manager, Application Optimization and Support

<b>Job ID</b>	<b>93882-en_US-1253</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=93882-en_US-1253">https://careers.indigenous.link/viewjob?jobname=93882-en_US-1253</a>	
<b>Company</b>	TC Energy	
<b>Location</b>	Calgary, AB	
<b>Date Posted</b>	From: 2021-10-18	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Resource Sector

### Description

Manager, Application Optimization and SupportReference Code: 93882 Location: Canada (CA) - Calgary, AB

Job Category: Information Technology/Systems

Employment Type: Employee Full-time

Relocation Eligibility: This position is not eligible for our relocation program

Application Deadline: 10/29/2021 We all need energy. It warms our homes, cooks our food, gives us light, and gets us where we need to go. It also improves our quality of life in countless other ways. At TC Energy, our job is to deliver that energy to millions of people who depend on it across North America. And we take our job very seriously.

Guided by our values of safety, integrity, responsibility and collaboration, we develop and operate our facilities safely, reliably and with care for our impact on the environment. With our presence across the continent, our people play an active role in building strong communities.

We're proud of how our hard work and commitment sets us apart and benefits society, every day. We're looking for new team members who share our values and are ready to take on exciting challenges.

To remain competitive, support our high-performance culture and allow for more flexibility in the way we work, we offer a hybrid work model and flexible dress code for our eligible office-based workforce in Canada, the U.S. and Mexico.

### The opportunity

There has never been a more exciting time to be a part of TC Energy's Information Services (IS) team, and as Manager, Application Optimization & Support, you will be leading a talented team supporting the all of TC Energy's clients. Being a leader in IS means you get to have a real impact on how our business runs and how every one of our team members work every day. You will be a part of the Information Services Management Team and will provide impactful delivery and strategic leadership to the IS organization and TC Energy.

We expect you have business services experience and technical depth; however, our team is looking for a leader who is obsessed with problem management, continuous improvement and delivering outcomes. The Application Optimization & Support team is continually looking for new ways to innovate our services with automation and self-serve options.

### What you'll do

- Lead an internal Application Optimization & Support team across Canada and US remotely, that conducts application support, integration and enhancements, internal project support as required
- Lead and manage services conducted by third party service providers: SaaS applications.
- Lead, build, champion and drive:
  - Fostering a collaborative and high performing working team
  - Develop people with a focus on building the leadership, technical capability, strategic thinking and business acumen that IT leaders require for the future
- Participate as a valued member of the IS Management Team, leaving your mandate and ego at the door and working to deliver our IS strategy: Outcome Obsessed, Always-On and Unleashed SuperPowers
- Review and analyze application support incidents and report on delivery of opportunities for improvement in applications, hardware, documentation, and procedures.
- Lead the application optimization and support team by providing support, feedback, discipline recognition and complaint resolution.
- Facilitate all unit and user testing on application maintenance and enhancements prior to implementation; raise issues and propose solutions as required
- Validate and/or remediate applications in the portfolio to meet minimum cyber security requirements
- Manage asset inventory, including: budgeting, licensing and maintenance for all applications under the portfolio.
- Help set priorities of incoming work to ensure the team is delivering on the most valuable work
- Conduct interviews with perspective candidates for open positions
- Complete any additional responsibilities and/or duties as assigned
- Effectively managing, developing, and training the resources on the application optimization and support team
- Ensuring that all processes used by the application optimization support team are thoroughly documented, consistently audited, and regularly improved

- Conducting and sharing results from service and operation performance reviews
- Coordinating and managing all relevant stakeholders, customers, and other teams that are involved in application support and enhancements.
- Being aware of and managing the costs of running the Application Optimization and Support team.

#### Minimum Qualifications

- A minimum of 5 - 10 years' experience in related leadership roles
- A completed undergraduate degree in a related discipline from a recognized post-secondary institution or a combination of other education and equivalent work experience
- Experience leading teams of customer facing services
- Proven experience as a transformational leader building world-class teams that make good decisions, drive priorities, and deliver value by coaching and use of performance management skills
- Proven systems thinker with demonstrated skills to lead through complexity, delegation, negotiation, influencing, and value realization

#### Preferred Qualifications

- Experience within the energy industry will be considered a strong asset
- You are trustworthy, credible, and an enabler who leads with humility and your sense of empathy for diversity of culture is highly evolved
- You obsess about business outcome delivery and create teams that coordinate their effort around driving focused results
- You're a strong communicator, team player, systems thinker, and coach, but you know when to balance with active listening skills
- Ability to disrupt by setting and achieving ambitious goals and take personal pride leading high-performing teams with adaptability and preference for leading within a changing environment

#### About Information Services

We're driven by the relentless delivery of bottom-line benefits, utilizing talented people, nimble process and the right technology. We're focused on outcome-based innovation and committed to be an idea factory with our business partners. We define success as the delivery of impactful, innovative solutions, not the deployment of technology. Apply now! Apply to this posting by 10/29/2021 using reference code 93882. You must apply through our jobs system at [jobs.tcenergy.com](https://jobs.tcenergy.com). Only applications submitted through our system will be acknowledged. Applications may be submitted using a mobile device or a desktop / laptop computer. TC Energy is an equal opportunity employer. Learn more Visit us at [TCEnergy.com](https://TCEnergy.com) and connect with us on our social media channels for our latest news, employee stories, community activities, and other updates. Thank you for choosing TC Energy in your career search. \* Depending on qualifications, the successful candidate may be offered a position at a more appropriate level and/or ladder.\* Applicants must have legal authorization to work in the country in which the position is based with no restrictions.\* All positions require background screening. Some require criminal and/or credit checks to comply with regulations.\* TC Energy is committed to provide employment opportunities to all qualified individuals, without regard to race, religion, age, sex, color, national origin, sexual orientation, gender identity, veteran status, or disability. Accommodation for applicants with disabilities is available on request during the recruitment process. Applicants with disabilities can request accessible formats or communication supports by contacting [careers@tcenergy.com](mailto:careers@tcenergy.com).

For more information, visit TC Energy for Manager, Application Optimization and Support