



TITLE: SENIOR PRODUCT OWNER/MANAGER

CLASSIFICATION: BAND 3

MINISTRY: WATER, LAND AND RESOURCE STEWARDSHIP

WORK UNIT: NATURAL RESOURCE INFORMATION & DIGITAL SERVICES

SUPERVISOR TITLE: DIRECTOR, PROJECT MANAGEMENT

SUPERVISOR POSITION #: 00107579

CONTEXT

Natural Resource Information & Digital Services (NRIDS) is the information management/information technology (IM/IT) service provider and organizational partner to the Natural Resource Ministries (NRM). As the centralized authority for all information, geospatial data, and technology across the NRM, NRIDS is leading the transformation and modernization of business practices through new and innovative technology solutions, continuous improvement projects and operational IM/IT solutions.

NRIDS provides broad information management services and leadership in data custodianship by way of the creation, maintenance and publication of foundational datasets and geospatial information. NRIDS is also responsible for the full range of services to maintain and support all existing IT systems for the NRM as well as the development of new applications to deliver on government objectives. NRIDS is committed to client engagement and understanding the business needs of the NRM to identify where expert knowledge, technology and data/information solutions will help the sector deliver their programs and services more effectively.

JOB OVERVIEW

The Product Owner/Manager will play a pivotal role in representing BC Timber Sales IM/IT requirements and end users and is responsible for the product backlog and will streamline the execution of program priorities while maintaining the conceptual and technical integrity of the products and services. Acting as the primary liaison between business and key stakeholders to ensure the program goals are clear and the vision is aligned with priority business objectives. This includes determining what needs to be done and setting the priorities to deliver the highest value of products and services through incremental changes, while meeting the business objectives through modernization.

In this dedicated role, the Product Owner/Manager is responsible for the product backlog refinement and prioritization of the work plan within the Agile team which includes sprint and release planning. As the primary decision maker for product sprints, transparency on the prioritization items within a sprint and reporting out to the business and stakeholders is an important aspect of incremental changes and the continuous feedback loop.

The Product Owner/Manager is accountable for each stage of the development process and the final product. This role will take a primary role in the inspection and evaluation of product progress through each product iteration.

ACCOUNTABILITIES

- Leads one or more multi disciplinary Agile delivery teams to deliver new products and/or iterations to existing products to meet user needs and experience expectations.
- Leads complex multi-party program and service design, development and operations for an enterprise program that involves policy, procurement, human resources, customer development, service design, public engagement and service improvement projects across government.
- Makes decisions with long-term enterprise impacts related to the outcomes, objectives and goals of programs products.
- Manages the creation and monitoring of the budget as related to the building and maintaining of the products.
- Creates and manages product roadmaps tracking progress, issues and managing risks.
- Manages the gathering of user requirements based on a communicable understanding of diverse stakeholder groups.
- Influences stakeholders to achieve consensus and commitment regarding product definition, direction and approach to delivery.
- Creates effective, prioritized product descriptions and delivery plans to meet user and stakeholder needs in a cost-effective way.
- Interprets user research in order to make the correct product decisions, noting that users do not always know what they want.
- Maintains currency of changes to user habits, preferences and behaviors across various digital platforms and their implications for successful delivery of government digital products.
- Manages the delivery and iteration of digital products through effective analysis of qualitative and quantitative user data.
- Builds strategic relationships with central agencies, ministry and broader public executives and with private sector suppliers.
- Disseminates understanding of the digital marketplace, including best practice, costs, suppliers, methodologies and skills to both internal and external stakeholders.
- Communicates with a wide range of digital delivery disciplines, talent and stakeholders both internally and externally.
- Engages partner and user communities to promote the department's principles and foster a collaborative approach to solution delivery and engagement.

JOB REQUIREMENTS

- Degree or diploma in a technology discipline, or an equivalent combination of education and related experience.
- Minimum 3 years of direct natural resource sector experience within government in at least three areas: data administration, application management, data operations management or data service delivery management.
- Experience leading a multi disciplinary Agile delivery team to deliver new products and/or iterations to existing products to meet user needs and experience expectations.

- Experience prioritizing product development and delivery plans to meet user and stakeholder needs in a cost-effective way.

Preference may be given to candidates with the following:

- Direct experience with aligning BC Timber Sales workflows with their line of business applications.

SECURITY SCREENING

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

BEHAVIOURAL COMPETENCIES

- **Building team orientation** involves knowledge and skills in developing group identity, participative decision making and open and effective communication.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Managing Organizational Resources** is the ability to understand and effectively manage organizational resources (e.g., people, materials, assets, budgets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires an evaluation of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs.
- **Building Partnerships with Stakeholders** is the ability to build long-term or on-going relationships with stakeholders (e.g. someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.

Solving Problems Creatively involves knowledge and skills in fostering creative problem solving in the organization through critical reflection, problem analysis, risk assessment and rewarding innovation.

INDIGENOUS COMPETENCIES

- **Change Leadership** is championing the achievement of intended, real change that meets the enduring vision of Indigenous self-determination in British Columbia. It involves collaboratively developing and implementing ideas to achieve positive change from anywhere in the BC Public Service. The change leader learns from other leaders and elders, models the vision and encourages members of the public service to commit to and champion the vision. The change leader inspires others into new ways of thinking and doing business. The change leader routinely energizes the change process and removes barriers to change.