

## **Pennsylvania Lumbermens Mutual Insurance Company**

<b><u>Position</u></b>	IT Application Delivery Manager
<b><u>Salary Grade</u></b>	17/18
<b><u>Department</u></b>	Information Technology
<b><u>Reports to</u></b>	Vice President – Information Technology

**Position Description:** The Application Delivery Manager is responsible PLM's business applications and information systems from the beginning to the end of the software development lifecycle (SDLC). The Manager plans, coordinates, supervises, and performs activities related to the development, delivery, and support of all PLM insourced and outsourced business systems. The Manager will use strong communication skills, problem-solving skills, and knowledge of IT best practices to deliver reliable day-to-day operations and foster a high-performing IT application delivery and support team. The position is also responsible to perform individual hands-on work particularly in the area of project management.

- Deliver quality business applications developed by PLM staff and vendor partners to provide the highest level of customer service to our business teams, brokers, and insureds
- Direct, motivate, develop, and manage a highly effective team, evaluating performance quantitatively and qualitatively on a routine basis, continuously rewarding positive results, and addressing deficiencies when necessary
- Deliver that applications meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues
- Perform the complex hands-on project management tasks combining expertise in all of the core competencies of project management including: cost, scope, time, risk, communications, integration management, quality, resource, and rollout
- Independently negotiate dependencies and priorities with stakeholders; plan and estimates work, allocate resources, and balance the load; manage consultant and contract resources for timely and quality work product
- Cultivate and disseminate knowledge of application-usage best practices; review and analyze existing applications effectiveness and efficiency, and then develop strategies for improving or leveraging these systems
- Manage the ticket queue and act as the point of contact escalation for application production issues and releases during and after hours
- Coordinate testing with vendors, PLM IT, and PLM users for the testing of business applications and information systems
- Work with operations, security, and solution architect to ensure application delivery conforms to standards
- Work with operations and help desk team in preparing for the delivery and first level support of the application

- Maintain strong relationships with IT peers, business peers, and vendors to ensure delivery of high-quality daily operations and new technology development
- Keep current with IT and insurance IT technology and trends
- Independently perform other tasks of the highest degree of complexity and difficulty

### **Skills:**

- Bachelors' degree in Computer Science, MIS, or related discipline
- 5+ years experience overseeing direction, development, implementation, and support of business applications
- Experienced with leading projects with teams of mixed skill levels
- Superb written and oral communication skills, presentation skills, mentoring, leadership, and problem definition and solving skills
- Strong ability to translate relate technical conversations to a business audience
- Direct, hands-on experience with automated software management tools
- Strong knowledge of quality assurance best practices and methodologies
- Extensive experience with insurance core software applications
- Technically fluent in programming languages such as C#, T-SQL, JavaScript
- Excellent project management skills and exposure to project-based work structures
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- A strong mindset towards innovation and the ability to effect change
- Exceptional customer service orientation
- Goal oriented and passionate work attitude

### **Standards of Performance:**

- % Composite Team Metrics Achieved
- % Projects Delivered In Scope, Time and Budget
- # Incidents Caused by Applications Operational Issues
- % Team Time Spent on (Manual) Maintenance
- # Avg. IT Tickets Backlogged
- % Compliance to Standards (Audit & Security, Development, Architectural, Operations)
- % End User Satisfaction
- % Audit Findings Re-opened
- % Solutions Passing Code Review
- % Educational Requirements Met
- # Weekly Staff Meetings Held
- # Ideas Generated for IT-enabled business innovation

### **Physical Requirements:**

1. Ability to hear
2. Ability to speak clearly
3. Ability to write
4. Ability to walk, stand and sit for extended periods of time.
5. Ability to address after-hours systems issues/emergencies