



## ***We're looking for an IM Team Leader/Business Partner***

***Location: Fort Erie, ON***

The IM Team Leader / Business Partner for AHCA is responsible for designing, implementing and supporting business solutions and services required by Airbus Helicopters in Canada aligned with Airbus Helicopters in the US. The IM Team Leader / Business Partner for AHCA assists the Head of IM Infrastructure & Operations in the deployment and the support of local infrastructure services: laptops, desktops, telephony, mobile phones, etc.

The IM Team Leader / Business Partner for AHCA supervises/oversees all of the IM staff located in Fort-Erie and related to AHCA IS/IT activities on behalf of the Head of IM Industry Solutions and the Head of IM Infrastructure & Operations.

### **MAIN RESPONSIBILITIES**

#### **People**

- Support the Head of IM Industry Solutions in managing the local staff in charge of designing, developing, maintaining & supporting solutions and products related to AHCA activities and services
- Support the Head of IM Infrastructure & Operations in managing the local staff in charge of infrastructure projects and services
- Support the Head of IM Industry Solutions and the Head of Infrastructure & Operations by conducting employee performance evaluations and communicating professional development opportunities
- Work with HR to develop people and recommend employee actions including hiring, promotion, transfer and discharge
- Managing the interface among the business, Americas IS/IT teams and central IS/IT teams in Marignane

#### **Projects**

- Partner with AHCA business functions to understand business processes and needs in order to propose innovative / digital solutions bringing value to the business
- Benchmark innovative solutions that can bring benefits to AHCA, in line with the overall IM applications standards
- Collaborate with the business on one side and with the infrastructure teams on the other side to ensure the proper design and implementation of business application projects in the frame of local, division, or group wide initiatives
- Manage and deliver the IM projects on time, on costs and on quality
- Prepare the run mode and ensure a smooth transition to the application services team
- Support the application solutions afterwards according to established SLAs
- Regularly review the performance of the projects and of the services linked
- Perform other duties as assigned.



### **Application Development, Deployment, Maintenance and Support**

- Responsible for developing and deploying some local applications/solutions/products and services fulfilling local business needs
- Responsible for deploying and supporting applications centrally developed in Europe
- Responsible for guaranteeing the proper level of service according to agreed SLA established with the business functions
- Liaise with the IM teams in the Americas and in Europe to contribute to the design/development of applications and prepare the deployment and support of these applications
- Liaise and synchronize with the IM infrastructure team to ensure smooth deployment and appropriate level of performance of the end to end services
- Organize and plan deployment activities with the support of the related staff
- Organize the support of the overall IM landscape
- Conduct regular Risk and Opportunity assessments for all AHCA sites to mitigate IS/IT performance impacts

### **Digital Roadmap**

- Partner with AHCA Business Functions to understand business needs in terms of Digitalization and Innovation
- Benchmark Innovation and Digital Initiatives from North America, Airbus Divisions or from the Aerospace Industries
- Support the Digital Roadmap governance to secure the execution of aligned projects

### **Planning & Budgeting**

- Contribute to the yearly IM Master Plan exercise by providing inputs / opportunities to the IM Governance team
- Evaluate costs and budget requirements (OPEX and CAPEX) for the foreseen projects and services
- Follow-up budget and costs related to projects and services activities
- Work with IM Governance to identify and capture (operational and project) license cost elements in the IM budget

### **Other Duties as Assigned**

- Collaborate with global Airbus IM applications counterparts to develop and improve standards
- Ensure compliance with Airbus IM applications standards, security standards & evolving cyber security requirements



## EDUCATION & JOB REQUIREMENTS

- University Degree or College Diploma in Information Technology
- 5 years' experience in application design, development and support
- 5 years' Project Management experience
- 5 years' of Management/Supervisory experience
- Knowledge of infrastructure components and infrastructure services
- Knowledge in the areas of Manufacturing, Supplier Chain, Logistics & quality
- Project and Services Management skills
- Strong customer service orientation
- Ability to adapt in a fast, growing and changing environment
- Proven analytical and problem solving abilities
- Ability to effectively prioritize and execute tasks in high pressure environment
- Strong interpersonal and oral communication skills
- Adept at reading, writing, and interpreting technical documentation and procedure manuals
- Ability to conduct research into hardware and software products/systems as required
- Ability to present ideas and solutions in user-friendly language
- Self-motivated and directed
- Able to work closely and effectively with all levels of business and IM Management
- Attention to detail
- Able to work within a team-oriented, collaborative environment
- Strong interpersonal and facilitation skills
- Bilingualism (French-English) an asset
- SAP PP, MM; SAP BW; additional SAP knowledge considered an asset

**To apply for this position, please send an up-to-date resume and cover letter to [AHCA-HR@airbus.com](mailto:AHCA-HR@airbus.com) by August 28, 2018**