



DEVELOPMENT MANAGER

Our Client is a Canadian software company based in Markham, Ontario, specializing in operational management software. Their solutions empower organizations to manage, train, and keep their members safe and productive. With over 30 years of industry experience, their talented and passionate team drives innovation in the construction industry by transforming business processes and creating secure, scalable custom web, mobile, and virtual reality applications. They are seeking a dynamic leader to join them as a Development Manager. If you thrive on leading teams, building strong partnerships, and have a knack for balancing technical and strategic project needs, they'd love to meet you!

As the Development Manager, you will play a crucial role in transitioning their business from an exclusively internal development team to a hybrid model that leverages outsourced talent alongside our their-house developers. You'll oversee the development and maintenance of their applications, ensuring high standards of quality, collaboration, and alignment with business objectives. You'll work directly with third-party contractors and partners, coordinating efforts across multiple projects to achieve consistency, drive efficiency, and maintain accountability across all development initiatives.

If you are a motivated individual who thrives when challenged and wants to work alongside a team that has fun (and eats well!), you are likely a great fit to work with them!

The Role

As an Application Developer you will play a part in the development and quality assurance processes to design, code, test, and debug software applications using a variety of programming languages and software tools. An aspect of this position will be to write quality testing scripts to ensure that code meets project requirements. The candidate must be available in the Greater Toronto Area (GTA) or surrounding region with the ability to commute to the office on occasion.

Team Leadership and Development Management

- Leads, mentors, and supports the internal development team in project planning, prioritization, and execution.
- Provides technical guidance, oversees code quality, and implements best practices to improve development efficiency.
- Builds and manages relationships with third-party contractors, ensuring they meet project standards, timelines, and quality metrics.
- Establishes and maintains clear channels of communication and expectations for both internal and external teams.
- Coordinates with Account Management, Project Management, and Customer Success to deliver an exceptional customer experience across projects.

Project and Process Oversight:

- Takes ownership of development roadmaps and manages entire application lifecycles, from initial planning through to deployment.
- Works with Account and Project Managers to establish and maintain project timelines, allocate resources, and track project health.
- Oversees daily standups, sprint planning, and other agile ceremonies to ensure effective collaboration and timely delivery.
- Drives continuous improvement across development processes, from requirements gathering through quality assurance, with a focus on enhancing both speed and quality.
- Implements metrics and KPIs (e.g., ticket closure rate, velocity, cycle time, and change failure rate) to track and optimize performance.
- Third-Party Contractor and Vendor Management:

- Collaborates with third-party contractors on project deliverables, setting clear expectations and maintaining accountability.
- Ensures alignment on project requirements, timelines, and quality standards across internal and outsourced teams.
- Develops protocols for managing external resources, including onboarding, performance evaluation, and process alignment with internal standards.
- Facilitates code reviews and reviews designs with contractors to maintain code quality and process consistency.

Client Collaboration:

- Partners with clients to understand their business challenges and proposes tailored software solutions.
- Acts as a technical advisor during client engagements, ensuring transparency and clear communication.
- Translates client requirements into technical specifications and actionable development plans.
- Builds long-term client relationships by ensuring alignment of project outcomes with client expectations.

Budget and Resource Management:

- Allocates resources effectively across projects to balance workload and meet deadlines.
- Manages development budgets, ensuring efficient use of resources and cost control.
- Identifies and addresses resource gaps, including hiring and contractor engagement as needed.
- Collaborates with leadership to ensure that resource planning aligns with strategic goals and project forecasts.

Technical Oversight and Innovation:

- Directs technical architecture decisions to align with project needs and long-term scalability.
- Maintains hands-on knowledge of project needs and acts as a go-to resource for problem-solving, technical design, and troubleshooting.
- Stays informed of industry trends and new technologies to drive innovation and improve development practices.

Benefits and Perks

- A competitive compensation, group benefits, and vacation package
- Remote work, with an option for hybrid work
- Flexible work hours program
- Professional development benefits to ensure continuous learning and development
- Opportunity to join a fast-growing company with an energetic, supportive, and collaborative team

Must Haves

- A minimum of 7 years of experience in development, with 2 years of experience in a leadership or management role.
- Excellent communication and interpersonal skills, written and verbal.
- Proficiency in PHP (Laravel preferred) and JavaScript frameworks (VueJS, Svelte, or React), with full-stack expertise.
- Experience with relational databases (MySQL or MSSQL) and comfortable with version control (Git).
- Proficient in agile and scrum practices, with proven success in leading agile development teams.
- Experience managing third-party contractors or vendors, with a track record of maintaining high standards and project consistency.
- Strong ability to explain complex technical concepts in a clear, accessible manner for both technical and non-technical stakeholders.
- Experience with .NET or C#, Python, shell/bash scripting, or familiarity with DevOps tasks, is considered an asset.
- Experience with CI/CD in cloud environments such as Microsoft Azure or AWS, is considered an asset.

Schedule

- Standard business hours (avg. 37.5 – 40.0 hr / week)
- Hybrid work model
- Monday to Friday

Additional Information

*This job description is not intended to be all inclusive. The candidate hired will also perform other reasonable related business duties as assigned by the supervisor. The company reserves the right to revise or change job duties as needed. This job description does not constitute a written or implied contract of employment.

BoloNet Inc and their Client for this position are equal opportunity employers and values diversity in its workforce, encouraging applications from all qualified individuals.

By applying to this position, you are confirming you possess either a Canadian citizenship, permanent resident status or valid work permit.

Please note: Reference Checks, Credit Checks and Criminal Background Checks will be administered on suitably qualified candidates