Position Title: Project Manager
Department: Project Management Office
Reports to: Manager, Project Management Office
Employee Group: APSA

Position #: 00121698, 00122612, 00122613
Reports to [pos #]: 00119557
Grade: 12

POSITION SUMMARY
The Project Manager plans, implements, and evaluates large software application and/or infrastructure projects within the IT Services portfolio of information system projects. The Project Manager oversees quality control throughout project life cycles and works with project sponsors to address successful organizational change. The Project Manager oversees multiple projects within the IT Services portfolios, including application selection/development/upgrades, infrastructure/hardware installations, etc., in accordance with the University’s strategic vision and roadmap.

DUTIES AND RESPONSIBILITIES
Plans, implements, and evaluates projects within the IT Services portfolio of information system projects. Defines project objectives and forms project teams. Provides leadership, coaching, and motivation to project team members. Provides technical and analytical guidance and work direction to project teams by scheduling; assigning work; and reviewing project efforts to ensure project success.

Oversees the management of project scope, schedule, quality control, and budget, across all phases of the project life cycle to ensure successful completion within established parameters.

Oversees quality control throughout project life cycles. Determines the appropriate project management methods, procedures, and quality objectives, and tracks metrics for assessing progress. Defines, and ensures delivery of project artifacts such as documentation, operating and support procedures.

Provides business analysis and/or project management during all phases of a project by:
- Facilitating large business requirement and process description reviews involving complex task and workflow analyses;
- Writing business processes and related functional specifications.

Works with project sponsors to address successful organizational change. Analyzes and documents requirements for enhancements to systems and/or business processes. Creates and maintains project documentation including RFI/RFP, status report, change management plan, risk management plan and closure report.

Plays a key role in re-engineering business practices by:
- Facilitating, coordinating, and monitoring the automation of business processes;
- Conducting or supervising the development and outcome analyses of test scenarios;
- Identifying and initiating systematic corrections impacting thousands of records and/or system users;
- Proposing business cases to change the system.

Works closely with project sponsors and stakeholders and follows appropriate project management methodology to gather and define project requirements (e.g., project scope, objectives, and deliverables).

Develops project charters and validates alignment with business and system strategies; develops project plans, budgets and schedules; identifies staffing requirements; and forms project teams.

Interacts with clients and the project team to gain an understanding of the business and technological requirements, and communicates expectations to team members and stakeholders.

Conducts cost/benefit analysis to support the business case for making process/system changes.

Identifies and removes project impediments or escalates issues to appropriate decision makers.

Manages the project scope by ensuring any changes are documented and approved. Oversees risk mitigation plans throughout the project life cycle.

Oversees relationships with vendors to secure and coordinate the necessary resources required for a project.
Conducts project post-implementation review and aligns IT project value delivery to that of the University’s mission and objectives. Assists the IT management team in portfolio planning by providing project reporting and forecasting.

Maintains up-to-date knowledge on evolving project management techniques and ongoing upgrades of the University’s internal project methodology and best practices. Ensures projects adhere to the University’s project management methodologies and standards, including appropriate documentation and controls (e.g., plan, budget, risk management and change control).

Assesses variances from the project plans, budgets, and schedules; develops and implements changes as necessary to ensure that the project remains within the established scope and is within time, cost, and quality objectives; and keeps management aware of the situation.

Prepares and provides project/program level updates to the Supervisor and Project/Program Steering Committees as required.

**DECISION MAKING**
Makes decisions on planning, implementing, and evaluating projects; defining project requirements; developing project charters, project plans, budgets and schedules; identifying staffing requirements and forming project teams; identifying and removing project impediments or escalating issues.

**RELATIONSHIPS**

**Supervisory**
No direct reports.

**Primary Working Relationships**

**Internal Connections** – Works collaboratively with other Project Managers, Business Analysts and Developers in Procurement, Document Solutions, Finance, Student Services, University Advancement, Office of Graduate Studies, Human Resources, and Faculty Relations.

**External Connections** – Liaises with vendors for resources and the negotiation of contracts, the RFP process, etc.

**QUALIFICATIONS**

Bachelor’s degree in Computing Science, Business Administration or related discipline, and expert project management credentials related to systems and IT management, such as Project Management Professional (PMP), with eight years of related experience including experience in planning and completing large information technology projects, or an equivalent combination of education, training, and experience.

Excellent knowledge of project management systems and the development of project management documentation (e.g., project charter, communication plans, RACI chart, risk mitigation, and change management plans, and project closure report).

Good knowledge of change management and process documentation.

Good knowledge of cost estimating and cost control.

Ability to negotiate standards, costs, timelines, quality, and other considerations with stakeholders, contractors, and consultants.

Ability to prepare Request For Proposal (RFP) and other contractual documents for the engagement of contractors and consultants.

Excellent planning, financial management, and team management skills.

Excellent customer service, interpersonal, and communication (verbal and written) skills.

Excellent analytical reasoning, problem solving, time management, and organizational skills.

Ability to analyze business or technical problems and propose and implement solutions.

Ability to build relationships and maintain rapport with stakeholders.

Ability to meet deadlines.

Ability to provide leadership, coaching, and mentorship to team members.

Ability to maintain confidentiality.

Initial Effective Date: June 16, 2017
Latest Revision Date: October 20, 2017