POSITIVE SUMMARY

The Program Manager (PgM) collaborates with business partners to research, plan, coordinate, and implement new and enhanced functionality within the IT Services Student Systems portfolio, and works with senior stakeholders of administrative and academic areas to incorporate and integrate changes. The PgM implements new and enhanced systems into the university fabric; communicates the functional needs of the administrative and academic areas to the technical teams within IT Services; and performs and coordinates quality assurance and control on these new and enhanced systems with operational units outside of IT Services. The PgM is responsible for the coordination of training clients and ensuring that sufficient post go-live support is in place. The PgM manages designated projects within the portfolio, and oversees the initiation, planning and closure of these projects.

DUTIES AND RESPONSIBILITIES

1. Oversees relationship management by:
   - Building long-term, strategic relationships with senior stakeholders in large internal client organizations.
   - Acting as a single point of contact and facilitating access to colleagues and subject experts.
   - Establishing and maintaining a strong understanding of clients' industry and business; assisting clients in the formation of IT strategies; and ensuring clients are offered services that are aligned to these strategies.
   - Discussing with senior level business partners, any concerns with technical or financial issues related to the program.
   - Influencing the development and enhancement of services, products and systems, and overseeing the management and planning of business improvement opportunities.
   - Evaluating/assessing/monitoring relationships and acting on relevant feedback.

2. Oversees portfolio management by:
   - Leading the definition of a portfolio of programs, projects, and/or on-going service provision.
   - Engaging and influencing senior managers to ensure the portfolio will deliver the established strategic objectives.
   - Planning, scheduling, monitoring and reporting on activities related to the portfolio to ensure that each part of the portfolio contributes to the overall achievement of the portfolio.
   - Collecting, summarizing and reporting on portfolio KPIs through the deployment of business management processes and systems.
   - Identifying issues with portfolio structure, cost, risk, inter-dependencies, impact on current business/workflow activities and the strategic benefits to be realized.
   - Notifying appropriate stakeholders of projects/programs/change initiatives, of issues and recommends and monitors corrective action.
   - Reporting on portfolio status as appropriate.

3. Leads change implementation planning and management by:
   - Ensuring that there is a business perspective on how any new technical capabilities will be integrated into the business, including planning around key business cycles, selecting appropriate customers for migration, etc.
   - Initiating the business implementation plan, including all the activities that the business needs to do to prepare for new technical components and technologies.
   - Ensuring the delivery of site implementation plans that align with the overall strategic plan; and tracking and reporting site related activities to ensure progress.
   - Defining and managing the day-to-day activities to ensure achievement of the projected strategic benefits.
   - Outlining key engagement messages that need to be communicated throughout the program/project.

4. Manages the enterprise and business architecture by:
   - Identifying the work activities of Business Analysts assigned to designated programs to ensure the work is completed.
   - Contributing to the creation and review of a systems capability strategy that meets the strategic requirements of clients’ operational needs.
- Developing models and plans to drive forward the strategy, taking advantage of opportunities to improve business performance.
- Conducting investigative work to determine requirements and specifying effective business processes, through improvements in information systems, data management, practices, procedures, organization and equipment.

For significantly complex projects, the Program Manager may coordinate with the IT Services Project Management Office for additional Project Manager resourcing.

Maintains an awareness of developments in the industry and keeps skills up to date.

Analyzes requirements and advises on scope and options for continuous operational improvement.

**IMPACT OF DECISION MAKING**

Makes decisions on:
- Project management; establishing project timelines and milestones.
- Resource allocation and management of project resources.

Decisions impact the success of projects (i.e., results, deadlines, budget, etc.).

**RELATIONSHIPS**

Sets objectives necessary for obtaining feedback and assistance. Partners with wide circle of contacts and involves them in generating mutually beneficial opportunities and achieving agreeable outcomes. Shares ideas, issues, and opportunities with members of personal network. Seeks referrals from others with relevant expertise and influence. Attends and maintains relationships with relevant formal and informal professional groups and organizations.

**Primary Working Relationships**

**Internal/External Connections** - Works closely with other program managers, IT Services staff, and faculty and staff across the university. Provides professional advice, guidance and consultation to staff and as a member of the senior management team.

**QUALIFICATIONS**

Bachelor’s degree in Business Administration or Computing Science; post-secondary credentials in software systems, with a professional designation (e.g. PMP, PMI); and eight years of related IT experience including the provision of software services in a variety of IT domains, including five years’ technical experience in at least two of: IT project management; application management; software system development and management; and business analysis, or an equivalent combination of education and experience.

Excellent knowledge of standards, methods, tools and applications relevant to applications and enterprise systems.
Excellent interpersonal, and communication skills (e.g., verbal, written, and presentation).
Excellent facilitation, negotiation, conflict resolution, leadership and team building skills.
Excellent project management skills.
Ability to work collaboratively with others, with competing interests, and with divergent groups to bring about positive change.
Ability to lead consensus-based decision-making processes; facilitate problem-solving; and resolve contentious issues.
Ability to analyze, design, plan, execute and evaluate work to time, cost and quality targets.
Ability to assess and evaluate risk.
Ability to facilitate collaboration between stakeholders who have diverse objectives.
Ability to exercise initiative.
Ability to provide mentorship to colleagues.

Initial Effective Date: November 16, 2017
Latest Revision Date: December 7, 2017