Invites applications for the following position(s):

**COMPETITION NUMBER: 748**

Administrative and Professional Staff (APSA)
Continuing Position
PROGRAM MANAGER, GRADE 13
IT SERVICES – APPLICATION SERVICES
POSITION NUMBER: 97419

**POSITION OUTLINE:**
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.

**QUALIFICATIONS:**
- Bachelor’s degree in Business Administration or Computing Science; post-secondary credentials in software systems, with a professional designation (e.g., PMP, PgMP); 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.

**SALARY RANGE:** $85,767 to $102,419 **per annum**

**START DATE:** ASAP

A detailed resume and cover letter quoting **Competition #748** must be received in our office by **4:30 pm on January 10, 2018**, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at: [http://www.sfu.ca/hr/prospective_employees/HowToApply.html](http://www.sfu.ca/hr/prospective_employees/HowToApply.html).

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

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_The University is committed to the principle of equity in employment_  
A more detailed job description may be obtained at [www.sfu.ca/jobpostings](http://www.sfu.ca/jobpostings)