

Job Description

Job Information

Position Number: 298847
Job Title: Manager, Project Management Office
Grade: NU07
Manager's Title: AVP, ITS
Department: Information Technology Services
Month & Year: April 2024

Job Summary

Responsible to provide oversight and contribute to project management office and project teams for enterprise scale projects through life cycle, from inception through to closure

Key Accountabilities

Planning and Risk Management

- Contributes to broader, annual departmental planning including identification of goals, targets, and outcomes
- Leads annual unit-level planning, identifies need for modifications, determines implications and options, and prepares recommendations
- Leads ongoing projects, including prioritization, resource allocation, and scheduling; seeks opportunities for improvement in program and service delivery through program evaluation and research
- Develops, monitors, and reports on performance targets and service levels
- Identifies operational risks, completes program/service reviews, and develops recommendations and action plans
- Ensures legislation, governance structures, policies and procedures are adhered to; contributes to development and alignment of internal policies and procedures
- Ensures optimization of information systems and data management processes and outcomes
- Defines and ensures adherence to ITS Project Delivery Process and project governance

People Leadership

- Oversees unit-level workforce planning with a focus on resource and talent requirements
- Leads recruitment and staffing actions
- Manages day-to-day operations, prioritizes and delegates work, develops and implements training plans and programs, ensures work quality and completion, and manages scheduling and attendance
- Provides guidance and advice on escalated and challenging issues
- Conducts on-going performance management and annual reviews
- Monitors departmental culture and productivity and intervenes when necessary

Financial Management

- Develops and maintains projects budgets and completes account reconciliation and variance analysis
- Approves expenditures and arranges for payments

- Purchases goods and services following procurement policy and procedures within limits of authority including specifications, sourcing, request for quotations/tenders, evaluations, and implementation
- Manages PMO budget with 5-year forecast on spending
- Provides financial oversight and reporting for all ISSC projects

Stakeholder Relationship

- Assists support to the AVP, ITS
- Establishes and maintains effective communication and coordination with stakeholders, campus partners, and external partners, including consultants, contractors, and vendors, to coordinate and complement ITS enterprise projects
- Participates on internal committees and working groups, provides input and advice, and undertakes research and information gathering to inform decisions
- Collaborates with other managers and professional staff to resolve issues and challenges and to deliver ITS enterprise projects programs and services

Operations

- Oversees project management office and matrix project teams for enterprise scale ITS projects
- Contracts out projects, identifies scope, need and deliverables, develops project charters, prepares estimates, determines budget and schedule, reviews and evaluates prequalification submissions, coordinate RFQ/tenders, reviews and evaluates bid submissions, undertakes project management, assigns resources, tracks progress and costs, provides status reports, completes documentation, and project close
- Coordinates, negotiates and communicates with consultants, contractors, vendors on estimates, costing, resources, and deliverables
- Identifies, evaluates, analyzes, reports, and resolves issues in concert with campus partners
- Develops and updates project methodology process for ITS enterprise scale projects including planning, reporting, and financial templates
- Performs other duties as assigned

Job Requirements

Core Knowledge, Education and Experience

- Stakeholder relationship management
- Knowledge of operational management and leadership concepts practices including program/service delivery models, policy development, planning, budgeting, performance measurement management, and human resources
- Knowledge of project management, business analysis, and information technology program design, delivery, assessment, and evaluation methodologies, processes, and practices
- Knowledge of relevant governing legislation, collective agreements, policies and procedures
- Knowledge of office as well as the broader university academic units, departments, and divisions
- Knowledge of office productivity software and databases, internet browsers and search engines, discipline-specific software, enterprise software, and technology devices
- Knowledge is used to lead project management office
- Knowledge is used to lead and mature project management office

Education

- University or College diploma in a related discipline
- Industry recognized Project Management Certifications

Experience

- Minimum of seven years of previous project management and information technology project experience including three years of supervision and leadership experience

Communication and Stakeholder Management

- Builds, maintains, and interacts across a range of internal and external stakeholders with focus on provision of program, process, service, and operational advice, direction, and problem resolution
- Consults and collaborates with relevant stakeholders, understands content and context, provides advice and guidance related to program and services
- Resolves escalated issues and complaints with campus community, consultants, and vendors
- Uses change management skills and emotional intelligence to resolve challenging interpersonal dynamics
- Fields and responds to challenging interactions with a range of stakeholders such as campus partners understanding policy and procedure and the perspective and position of management
- Develops plans and reports and conveys information for information sharing and recommendations for decision making

Problem Solving and Decision Making

- In collaboration with others, leads the development and delivery of programs and services to support ITS enterprise projects services and programs
- Acts autonomously and with independence to make day-to-day operational decisions, operating within the context of policy, and accepted professional standards
- Develops solutions to address program and service needs and challenges requiring integrative thinking

Impact

- Impacts efficiency and effectiveness of development and delivery of programs and services
- Contributes to financial stewardship through project management, account and budget monitoring, forecasting, projections, and reporting
- Contributes to health, safety, and well-being of others

Leadership and Development of Others

- Provides day-to-day leadership of project management office
- Leads and participates in recruitment and selection, promotions, and transfers
- Delegates workload, assigns tasks, manages schedules and leave, and recommends training and development
- Provides day-to-day coaching, mentoring, direction, and support
- Evaluates performance, gives feedback, and undertakes disciplinary actions within limits of authority

Physical, Visual, Auditory, and Concentration Demands

- On-going requirements for computer-based work and attendance at meetings

Working Environment

- Works in office and across campus
- Supports ITS vision towards enabling telework as appropriate

Manager's Signature: _____ **Date:** _____

Employee's Signature: _____ **Date:** _____