POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Project Manager, Project Portfolio Office (PPO)
DEPARTMENT: Information Technology Services (Project Portfolio Office)
POSITION NUMBER: 00501198
GRADE: 10 **EFFECTIVE DATE:** October 1, 2013

JOB SUMMARY:

Reporting to the Director, PPO, the Project Manager will be a key member of the Project Portfolio Office (PPO) within the Information Technology Services (ITS) department and will be primarily responsible for leading assigned projects and initiatives. Working closely with the Director as well as the project Business Owner(s), the Project Manager is accountable for the day-to-day operational aspects of the assigned project and will create and execute approved work plans, identify required resources, assign individual responsibilities to team members, review associated deliverables and effectively apply Queen's methodology to enforce project standards. The incumbent will play a key role in ensuring project timelines and deliverables are achieved within budget.

KEY RESPONSIBILITIES:

- Provide work direction, and technical/functional guidance to project team members. Schedule and assign work, and oversee its completion. Coordinate and monitor work flow
- Act as an advocate of the assigned project by delivering effective and timely communication to Director and / or Business Owner(s) regarding relevant project information/issues/risks
- Motivate team members to work together in the most efficient manner and mitigates team conflict / communication problems; acknowledge and appreciate each team member's contributions consistently
- Facilitate project team meetings effectively, ensuring desired outcomes are met
- Hold regular status meetings with project team as well as Business Owner(s) and / or Advisory Committee to keep group(s) well informed of changes
- Monitor, track and report on expenses for assigned projects, including reconciling consulting resource hours and expenses on a weekly basis
- Prepare for engagement reviews and quality assurance procedures to minimize Queen's exposure and risk on project
- Deliver engaging, informative, well-organized presentations as required to Director, stakeholder(s) and / or business owner(s)
- Manage the process of innovative change effectively
- Ensure project documents are complete, current, and stored appropriately. Keep track of lessons learned and shares those lessons with team members
- Identify opportunities for improvement, make constructive suggestions for change

- Maintain awareness of new and emerging technologies and their potential application throughout the project

REQUIRED QUALIFICATIONS:

- University Bachelor degree
- Five to seven years of proven project management experience managing business applications and related projects involving diverse operations and technologies
- Previous experience in leading diversified teams, combined with facilitation and conflict identification / resolutions skills.
- Certification as a Project Management Professional (PMP) preferred
- Equivalent combination of education and experience may be considered

SPECIAL SKILLS:

- Strong problem solving skills with a complete understanding of resource utilization and planning
- Demonstrated ability to lead a diversified team to a successful and common goal while effectively utilizing each team member to their fullest potential
- Proven ability to negotiate and influence business decisions and direction
- Challenge others to develop as leaders while serving as a role model and mentor
- Remain on the forefront of emerging industry practices
- Possess experience in implementing consumer-off-the-shelf (COTS) business applications and software, preferably in a higher education environment
- Possess an understanding of the complexities and interdependencies inherent in implementing ERP solutions in a complex, matrixed, environment
- Possess general understanding in the areas of application programming, database management and system design
- Possess general understanding of web-based and cloud-based business solutions and architecture
- Proven ability to negotiate and influence business decisions and direction
- High level and continuous attention to detail while working in a deadline driven, pressured environment
- Flexibility and adaptability to work various hours in order meet project deliverables

DECISION MAKING:

- Makes decisions necessary to bring the project in on time and on budget
- Determines priorities and makes decisions about team member utilization and the assignment of work to achieve optimum efficiencies and productivity
- Effectives decision making in developing process and systems that are consistent with organizational goals
- Exercises good judgement in overseeing the development and implementation of solutions and remedies to operational challenges
- Determines the appropriate assignment of resources to handle peak periods and project activity
- Decides how to handle operational incidents so that service levels are maintained at a reasonable level and organizational responsibilities are met

- Determines the appropriate team communication. Keeps team and business owner(s) well informed of progress and changes
- Resolve and/or escalate issues in a timely fashion with an understanding of how to communicate difficult / sensitive information tactfully

SIGNATURES:

Date

Incumbent

Manager

Department Head/Director or Designate