

CITY OF HAMILTON

March 2021

CITY MANAGER'S OFFICE

DIGITAL, INNOVATION & STRATEGIC PARTNERSHIPS

(LOCATION – CITY HALL, 71 MAIN STREET WEST)

SENIOR PROJECT MANAGER, DIGITAL, INNOVATION & STRATEGIC PARTNERSHIPS

SUMMARY OF DUTIES

Reporting to the Chief Digital Officer (CDO), this position will play a key role in supporting the Chief Digital Officer in digital transformation across the city. The role includes establishing the necessary supporting corporate frameworks, with processes and appropriate measures and reporting. The incumbent also has a lead responsibility for program managing and coordinating various initiatives for the City and will work with all Departments to ensure that service delivery enhancements are aligned to the Digital Transformation, Open and Connected Strategy and are in support of the City's (2016 – 2025) Strategic Plan and Term of Council Priorities.

GENERAL DUTIES

Specifically, this role will be the Digital Office lead in the implementation of citizen centered design processes at the City of Hamilton. Taking a leadership role in the discover, define and design phases on on-line service modernization this role will be accountable for understanding the business, understanding users, defining goals and mapping business, user & functional requirements. They will plan the service by planning the experience(s), identifying use cases and personas, and defining the metrics. And leading the design phase, focusing on user experience, developing style guides and User experience guidelines. Co-design and co-creation approaches should be leveraged throughout the process.

Working in a complex matrixed environment, this role will have lead role in developing and maturing digital transformation and service modernization by working with all departments, including IT on project delivery and operations and with Communications web function which is responsible for content management.

Working directly with the CDO, the Digital & Innovation Project manager will support the delivery of a City-wide roadmap for a wide variety of programs. Then will oversee delivery participating in supporting change management and outcomes monitoring to ensure successful implementation. A key role will be working with the CDO in the development of the necessary frameworks and standards, as well as the acquisition of technology that delivers a modern service experience and enables more structured digital engagement.

Collaborating with City of Hamilton staff, professionals, external community members, private sector partners, academic partners, and funding bodies to develop and implement innovative projects to address the City's priorities and alignment with the Digital Roadmap.

Coordinate effective communication with elected officials, staff, faculty, students, and community stakeholders regarding Digital, Innovation and Strategic Partnership Office projects and outcomes.

Develop project plans, work break-down structures, and project resource planning including the identification of tasks, estimated costs, schedules, milestones and, team member assignments.

Prepare, manage, and monitor budgets based on corporate policies and guidelines. Provides business cases to support new budget requests through business planning.

Build relationships with key internal and external stakeholders who can support the development and implementation of the strategies and programs to enhance the customer experience.

Functions include but are not limited to:

Product management: Works with the team to create the vision for the service, and sets the day-to-day priorities to fulfil that vision and ensure the team delivers.

User researcher: Help develop a deep understanding and empathy for the users and their needs so that the team can design the right service in the right way.

Service designer: Design user-focused services and contributes to the development and continual improvement of service iterations.

User experience designer: Responsible for designing a user-focused, consistent and accessible service by making use of established design patterns.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or Diploma in Engineering, Sciences, Computer Sciences, Operations Management, or related discipline. Considerable experience in aligning technology and information systems with business needs. Candidates with equivalent combination of education and experience will be considered.
2. Proven knowledge of management, design and implementation principles, practices and theories in delivery of digital services delivery and transformation acquired through a combination of education and related work experience. This should include experience design of user-focused services and contributing to the development and continual improvement of service iterations.
3. Previous project and program management experience for corporate-wide initiatives, proven organizational skills, proven continuous improvement experience and ability to work with tight deadlines and competing priorities. Demonstrated experience in the design, selection, development, and/or implementation of corporate frameworks. Professional Project Management (PMP) certification an asset.
4. Experience in the following areas:
 - Product management - Works with the team to create the vision for the service and sets the day-to-day priorities to fulfil that vision and ensure the team delivers.
 - User research- Help develop a deep understanding of the users and their needs so that the team can design the right service in the right way.
 - Service design - Design user-focused services and contributes to the development and continual improvement of service iterations.
 - User experience design - Responsible for designing a user-focused, consistent and accessible service.
5. Strong working knowledge of portfolio management, product management, service design, user experience design including developing and using performance metrics and detailed performance reporting to improve design and delivery.
6. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problems solving techniques and a proven ability to implement corporate-wide initiatives understanding a shift towards digital first.
7. Highly committed individual that will embrace the opportunity to develop new skills and provide insight on the improvement processes to advance the Corporation's digital transformation and effectiveness in the delivery of services that possesses excellent written, verbal, research and presentation skills and the ability to work in a team environment.

8. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
9. Strong leadership, coaching, and performance management skills with the ability to lead teams.
10. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.
11. Ability to play an active role in the development of RFP proposals, with familiarity in writing outcome based procurements.
12. Familiarity using Business Intelligence tools and a data sharing platforms (i.e. BI, Power BI, ESRI), GIS/Data Visualization tools and knowledge of Open Data principles would be considered an asset.
13. Advanced skills in various applications (i.e. Word, Excel, PowerPoint, Visio, Sharepoint, Adobe, MS Project).

THIS INCUMBENT SHALL COMPLY WITH ALL HEALTH & SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE