CITY OF HAMILTON

CITY MANAGER'S OFFICE
(HUMAN RESOURCES DIVISION – LOCATION – 100 KING ST. W., 10th FLOOR)

SENIOR PROJECT MANAGER, HR SYSTEMS & TECHNOLOGY

SUMMARY OF DUTIES

Reporting to the Manager, HR Technology & Analytics, supports HR in the implementation of strategic, multi-functional projects throughout all phases of project life-cycle. Collaborates with HR Leadership, IT, and other business stakeholders to implement business process improvements, optimize HR systems, technology & operations, facilitate shared HR services opportunities, and leverage manager and employee self-service opportunities that support the core and common HR objectives aligned with the City's mission, values and core strategies.

GENERAL DUTIES

Leads and directs projects through all phases of the project life cycle. Establishes project management processes and methodologies to ensure assigned projects meet high quality standards and stakeholder expectations.

Acts as primary project contact to establish key stakeholder requirements and project objectives. Work closely with sponsors, process owners, and subject matter experts to develop and deploy implementation plans and other project tools, establish metrics and improvement targets, drive projects to completion, and monitor effectiveness of solutions.

Participate and act as a strategic advisor and subject matter expert (SME) for the HCM portfolio.

Support process improvement activities including new technology implementations, efficiency redesign, and effective customer support.

Prepare statements of work to procure vendor assistance for projects, as required.

Work collaboratively with all HR functional teams, IT and business units, leading cross-functional teams and external vendors in all aspects of the project life cycle, including current state assessment, process validation, organizational readiness, and post-implementation support.

Develops and leverages internal and external partnerships and networks to maximize the achievement of business goals through collaboration across all disciplines.

Establish and maintain project charters, project management plans & schedule, and manage stakeholder expectations.

Determine most accurate and appropriate definition of project scope and deliverables in negotiation with project stakeholders. Work with internal teams and vendors to ensure project documentation and requirements are captured, signed-off and delivered solution meets stated requirements and quality standards. Also, manage the document repository related to multiple projects.

Work with partners and team members collaboratively to design the solution, develop conceptual models, and translate functional requirements into technical requirements.

Rigorously manage scope, schedule, budgets, and identify project drivers and constraints to ensure end results are of the highest calibre and are achieved within agreed time, cost, and quality parameters.

Serves as point-person for internal and external project communications; communicates project milestones, completion dates, costs, risks, issues, contingencies and other significant matters to team and stakeholders.

Constantly monitor and provides clear and concise status updates and reports to various levels of the organization.

Drive issues to resolution and escalating unresolved issues to the leadership team in a timely manner. Also, develop options and recommendations to drive critical decisions.

Manage risk, issues, status, communication, planning, execution, and resources as it relates to the project to meet project needs.

Develop and implement change management strategies to enable corporate adoption of new HR technologies and solutions.

Coordinating with resource managers to identify resource requirements/gaps and assign staff to scheduled tasks. Leverage metrics and dashboards to assist in all aspects of delivering, prioritizing, and managing divisional and cross functional team's capacity.

Prepare training materials and training plans as required.

Manage project budgets, use proper planning and monitoring techniques to control project costs.

Provide input into financial forecasts and provide on-going reconciliation of resources and other related project expenses.

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

QUALIFICATIONS

1. University Degree in field of Computer Science, Information Technology or related discipline or an equivalent combination of education and relevant business experience.

2. Considerable (preference for 5+ years) experience as a Senior Project Manager, or equivalent, managing complex software implementation projects with a focus on HR Systems and Technologies.

3. Must possess a detailed understanding of project management, project development, project implementation and project resolution. Expected to have a broad understanding of change management and change implementation. Possess the breadth and depth of understanding of HR technologies & systems and possesses strong leadership capabilities, proven stakeholder & vendor management, and have demonstrated the ability to manage multiple complex projects simultaneously and successfully, within budget, on time and with a distinctive end user experience.

4. Experience leading the execution of multiple HRIS/HCM system implementation (e.g., Kronos, PeopleSoft, Oracle, etc. in large organizations with 3000+ system users).

5. Strategic project management experience in planning, implementation, integration, evaluation, reporting, and risk management in a public sector.

6. Demonstrated ability to effectively apply Project Management standards, techniques, best practices, methodologies and tools (e.g., MS Project). Experience in implementing multiple projects following Agile methodologies is strongly preferred.

7. In-depth Knowledge of the SDLC, project management life cycle, and change management principles.

8. PMP/CAPM certification, or in progress is strongly preferred.

9. Well-developed knowledge and understanding of HR functions and structure. Considerable experience with process re-design/operating models and implementing HR technology solutions.

10. Highly effective leadership, decision making, facilitation, problem-solving, communication, presentation, interpersonal, negotiation and conflict resolution skills. Demonstrated ability to effectively lead technical and business subject matter experts as part of a high-performance team.

11. Excellent organizational, time management and multi-tasking skills. Proven experience and success leading multiple large and complex projects simultaneously and is highly result driven. Works effectively under time pressure to meet deadlines, balance work priorities and resolve problems in a timely manner.

12. Excellent critical thinking, evaluation and analytical skills in the development and assessment of project proposals, requirements, scope, solution delivery options (buy, build, request for proposals) and cost analysis, as well as solution-based thinking.

13. Excellent communication skills (written and oral); communicates in ways that gains the support of others. Mentors, motivates, and guides others toward goals. Has the capability to advocate a position and encourage others with a sense of shared purpose and excitement.

14. Excellent ability to perform project control activities, including managing scope, time, cost & quality, status reports, financial health reports, meeting minutes, and coordinating staffing activities.

15. Excellent writing and presentation skills, including the ability to analyse complex situations, distil issues, develop insights, and synthesize recommendations to present information in concise meaningful ways and in a non-technical and non-financial manner.

16. Proven ability to build, manage and foster a team-oriented environment. Has the ability to develop, maintain, strengthen and repair partnerships with others inside or outside of the organization to elicit cooperation.

17. Proven ability of resource planning for team and project assignments, including collaborating with the resource managers to manage resource forecasts.

18. Demonstrated knowledge and skills in business process analysis and quality assurance methodologies.

19. Highly developed understanding of web applications (on-prem or on-cloud), business applications and related technologies, including knowledge of systems integration architecture and middleware concepts and tools.

WORK CONDITIONS

- Hybrid (Remote/Home & Work Place) telecommuting work model-based role
- Must be able to sit/stand for prolonged periods of time using video-based technologies

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

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