CITY OF HAMILTON

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CORPORATE SERVICES DEPARTMENT
(INFORMATION TECHNOLOGY DIVISION - INFRASTRUCTURE & OPERATIONS SECTION – 55 YORK BLVD., 6th FLOOR)

PROJECT MANAGER. IT ASSET MANAGEMENT (COVID -19)

SUMMARY OF DUTIES

Reporting to the Manager, Infrastructure & Operations the Project Manager, IT Asset Management is primarily focused on developing hardware asset management redeployment processes to manage hardware assets deployed during COVID response; working with corporate finance, IT, and departmental leads to review inventory including lease replacement cycle for opportunities to repurpose IT assets.

The Project Manager, IT Asset Management is responsible for taking detailed inventory of hardware assets to meet the functional objectives of the business and applying the information gathered in making the best decision concerning IT-related purchases to support the pandemic and recommend redistribution of IT assets for the organization. Working with corporate facilities, IT, and the Emergency Operations sections to help coordinate the safe and secure handling of hardware, developing associated processes, standard operating procedures and communications plans.

Processes are required to eliminate waste, optimize hardware investments and increase efficiency by redeploying assets, and making the best use of existing IT asset resources and avoiding asset purchases that are unnecessary.

GENERAL DUTIES

This position will be responsible for development, coordination, consultation, and delivery of project scopes including documentation which includes providing technical specifications for equipment and software for the handling of IT assets deployed supporting COVID response..

This position shall be responsible for following project management best practices, project plan development and project resource planning.

Integrates all aspects of project management into a comprehensive and cohesive project plan and schedule by:

- development of terms of references including defining project scope;
- identification of project risks and develops strategies to minimize potential impacts;
- identification of project tasks;
- estimation of costs;
- development of project schedules;
- identification of milestones and budget;
- identification of project resources and skill requirements; and,
- determining allocation of financial resources to project tasks, recommend future budget appropriations
- transition and roll out plans.

Develops and executes project communication strategies including project documents such as project charters; business cases; reporting and monitoring of project status; communication of risks and issues; performance measurement; and management of organizational change associated with operations projects.

Develops and monitors project work, plans and schedules through control of project scope, cost, quality, documentation, as well as through stakeholder management, risk monitoring, and vendor contract administration.

Develops and maintains processes and documentation, aligning with existing IT processes, finance and procurement policies, standards, and procedures.

Responsible for ensuring quality control throughout the lifecycle of all corporate IT assets by developing and implementing appropriate procedures to track and manage them.

Liaises with corporate IT to develop and align processes, to effectively manage hardware and software assets.

Maintains communications with IT, Finance, and business staff to reconcile hardware and provides recommendations.

Ensuring compliance with vendor contracts by carrying out effective planning and monitoring and working with hardware assets and software license.

Ensures continuous process efficiency by implementing the key performance indicators and to suggest improvements to the process.

Ensures effective decisions are made concerning the organizations' software and technology-related hardware purchases and distribution.

Establishes and maintains documentation of procedures, processes, and reports concerning asset and configuration management.

May be assigned to an initiative or project requiring the individual to take direction from other IT Division Manager and/or Project Manager.

Performs daily and long-term operational and strategic management of hardware and software.

Plans, monitors, and records hardware assets and/or software license to make sure they complied with vendor contracts in different software tools.

Applies a continuous improvement approach in enhancing the strategies employed in tracking corporate IT assets.

Develops and provides KPI/Metric information and standardized reporting on a scheduled basis together with unscheduled reporting demanded by management.

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.

Performs other duties as assigned, which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. A University Degree or College Diploma in Computer Science, Information Systems, Computer Technology or related discipline.

2. Demonstrated experience in IT Asset Management.

3. Knowledge and understanding of project management principles.

4. Strong business acumen, including strong analytical skills and ability to negotiate and influence.

5. Demonstrated to work independently, and as part of a team; self-motivated and results-oriented, ability to prioritize several conflicting demands to achieve optimum service performance while maintaining a sense of urgency.

6. Demonstrated skills in analysis, planning and logical troubleshooting.

7. Proficiency with office productivity software (MS Office Suite, including Excel to review large data sets).

8. Fundamental understanding of ITIL and IT Service Management (ITSM) methodology.

9. Demonstrated leadership, collaborative and organizational skills, excellent computer, analytical and problem-solving skills.

10. Ability to make sound and logical judgments.

11. Excellent interpersonal, customer service skills, oral and written communication skills.

12. Ability to quickly master new systems and/or processes, capacity to stay organized while managing competing priorities, and a deep customer service orientation, both internally and externally.

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

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