

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION – STRATEGY & ARCHITECTURE SECTION – 55 YORK BLVD., 6th FLOOR)

PROJECT MANAGER, INFORMATION TECHNOLOGY

SUMMARY OF DUTIES

Reporting to the Supervisor, Strategy Architecture & Solutions, Project Portfolio Management Services, the Project Manager, Information Technology is primarily responsible for management of small to medium projects to support effective delivery of IT Services within the City of Hamilton. The role may also support Senior Project Managers on Enterprise projects.

Managing projects and leading project teams, with members from both IT and other City business units, or working as a sole contributor, the Project Manager is accountable for ensuring that assigned projects are delivered according to IT Project Delivery Framework with focus on control of project scope, schedule, cost and the management of project risks.

GENERAL DUTIES

Responsible for following project management best practices to manage project and investigative assignments including business process reviews, process improvements or re-engineering, implementation of hardware and software, cost-benefit analyses, benchmarking studies, assessment of service delivery, department's performance measurement and monitoring frameworks.

Promote teamwork and provide direction to cross-functional teams, support stakeholders to articulate clearly defined goals and objectives, take ownership of project issues and support team with problem resolution.

Working independently and with team members, applies knowledge and experience of project management best practices to the following:

- develop standard project management documentation and plans;
- identify project risks and develop strategies to mitigate or minimize potential impacts;
- identify project tasks and dependencies;
- development and maintenance of project budget and future budgetary impacts;
- develop and maintain project schedules;
- identification of project resources and skill requirements;
- project reporting using PPM software;
- project status reporting to stakeholders at all levels

Develop and execute project documents and plans such as project charters; business cases; reporting and monitoring of project status; communication of risks and issues; performance measurement; and management of organizational change including operational impacts associated with projects.

Develop 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.

Manage projects in alignment with existing IT Framework, processes, finance and procurement policies, standards, and procedures.

Responsible for ensuring quality control throughout the project lifecycle.

Ensuring compliance with vendor contracts by carrying out effective vendor management.

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

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. Post-secondary education in Project Management, Information Systems, Business Administration or related discipline.
2. Minimum 1 year professional experience in IT environment performing project management or project coordination as part of a project team.
3. Demonstrated ability to lead and apply structured project management methodologies.
4. Experience defining tactical and strategic business and IT requirements.
5. Knowledge of PMLC, QA, ITIL and SDLC concepts.
6. Demonstrated ability to use MS Office productivity tools (e.g. Word, Excel, PowerPoint, Visio, Project) to create and maintain project documents.
7. Demonstrated ability to work collaboratively and productively in diverse team environments with technical and non-technical stakeholders.
8. Proven analytical and problem-solving abilities, including ability to make sound, logical, data-based decisions.
9. Strong business acumen, emotional intelligence and ability to negotiate and influence.
10. Demonstrated to work independently, and as part of a team; self-motivated and results-oriented, ability to prioritize several conflicting demands.
11. Excellent interpersonal, customer service skills, oral and written communication skills.
12. Project Management Institute Certification is an asset.
13. Understanding of business concepts in a Municipal environment is an asset.

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