

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(WATER/WASTEWATER – CUSTOMER SERVICE AND COMMUNITY OUTREACH - LOCATION – 330 WENTWORTH ST. N.)

PROJECT MANAGER, WATER INFORMATION SYSTEMS – CUPE 1041

OVERVIEW

Reporting to the Senior Project Manager of Water Information Systems, the Project Manager manage projects related to the use, business needs and support of the Asset Management Systems and GIS software within Hamilton Water division. Some examples of projects are: creating and implementing or enhancing computerized systems and workflow solutions for: customer service, municipal infrastructure asset management, work and service delivery management, inventory control, activity based costing; and implementing solutions for system quality control on data entries, data conversions and uploads.

Accountable for ensuring that project management is delivered through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in delivering quality projects and services in a timely and cost-effective manner. Acts on and instils a customer service focus in project management activities.

Responsible for managing projects and staff in a variety of staff resource configurations ranging from individual work to leadership of cross-departmental work teams, through facilitation, coordination, technical competence, innovative problem-solving and the achievement of results in all such settings.

The Project Manager is accountable for ensuring that assigned projects and their management, research and/or analysis, are delivered with due consideration to the management of risk, in accordance with City and Provincial guidelines and in the most effective and efficient manner consistent with Council's Goals.

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO

Manage a variety of projects from cradle to grave including researching options, making recommendations, creating project charters, developing budgets, scope and schedules. These projects include corporate, departmental, divisional and sectional projects and investigations such as:

- Developing evaluation and monitoring tools for staff, program and organizational performance
- Developing cost-benefit or statistical analysis
- Identifying problem areas
- Preparing background research
- Leading project implementation teams

Ensure timely, cost effective results in compliance with corporate and legislative requirements.

Co-ordinate and direct the development of interdependent links between databases and management systems to facilitate the co-ordinated development of both short and long-term asset management initiatives.

Develop the use of the various management systems such as dashboards and planning tools for asset management as well as budget preparation.

Prepare or review reports as required, arising out of this area of responsibility for presentation to various committees of the city.

Job Description #: 6083

Assist the Senior Project Manager of Water Information Systems in the development of the Division's objectives, policies, guidelines, methods and procedures related to Asset management systems.

Co-ordinates projects between the City, contractors and consultants on behalf of Hamilton Water. Prepares and manages procurement documents including but not limited to RFQs, RFIs, RFPs, Tenders and POs. Coordinates and participates in the submissions and makes recommendations.

Manage the administrative components of assigned projects including monitoring and control of budget expenditures, project documentation and record keeping.

Promote teamwork and integration between internal and external parties participating in cross-functional and cross-program initiatives.

Coordination, Facilitation and administration and tracking of work withing Water Information System team.

Consult or undertake liaison with Municipal, Provincial, and Federal government agencies as well as with other public and private sector groups relevant to assigned projects and investigations.

Report regularly on the status of projects, tasks, staff performance, fiscal status and overall benefits of project activities to the Manager of Water Distribution.

Prepare reports of research and/or project findings including action recommendations for senior management and/or Council.

Assist in preparing oral and written presentations to management on results and recommendations.

Attend public meetings and may be asked to present the City's position/actions to the public, media and outside government bodies.

Develop partnerships with other municipalities and companies to enhance efficiency and share ideas.

Prepare and make recommendation on the section's budget.

Evaluate, recommend, develop, and assist with staff training requirements.

Perform other duties as assigned which are directly related to the normal functions of the job.

QUALIFICATIONS

1. Proven knowledge of the theories and practices in the area of Information Management Systems and concepts and must be able to demonstrate a level of expertise related to the duties above. This is normally acquired by Graduation from a recognised Community College in an accredited Computer Engineering Technologist's Course, or University Degree in Computer Science or related discipline, or an equivalent combination of education and progressive work-related experience.
2. Experience working with computer software upgrades and enhancement-based projects is an asset.
3. Continual Improvement training, Lean Six Sigma certification and Project Management training are assets. Specific experience with GeoMedia, ESRI or other GIS Software is desirable.
4. Infor's platform of solutions, including Public Sector (Hansen), and Enterprise Asset Management system, is desirable.
5. Experience with Ticketing Systems (JIRA, Service now, Ivanti, etc.) is a desirable. Demonstrated working knowledge of Microsoft Word, Excel, Outlook and PowerPoint. Knowledge of PeopleSoft, Visio and Access is an asset.

Job Description #: 6083

6. Knowledge of the theories and practices in the area of maintenance of municipal infrastructure assets and general knowledge of infrastructure systems for Water / Wastewater are valuable.
7. Minimum of 3 years previous experience in developing, leading and managing projects through disciplined project management related to information management systems is required.
8. Ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem resolution.
9. Must be able to work in an independent and confidential manner, making sound judgements based on results of research and/or fieldwork.
10. Proven consulting skills including analysis, planning, implementation and project management and financial skills including budgeting, forecasting and reconciliation.
11. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
12. Must possess excellent verbal and written communication, presentation, interpersonal, and organizational skills.
13. Ability to deal effectively with management, peers, staff and the general public.
14. Working knowledge and understanding of statutes, regulations and by-laws affecting the department/section would be an asset.
15. Must have above average analytical and problem-solving skills.
16. Experience working in a unionized environment would be an asset.
17. Experience in supervising a unionized workforce would be an asset.
18. Must possess a Valid Class "G" Driver's Licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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