

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSPORTATION, ENERGY & FACILITIES – TRANSIT – LOCATION - MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES ST.)

PROJECT MANAGER, TRANSIT FARE SYSTEM APPLICATIONS

SUMMARY OF DUTIES:

Reports to the Manager Transit Support Services, the Project Manager provides leadership and direction to staff in a team environment responsible for acquisition and development, implementation and maintenance of the GTA Fare System (PRESTO) and associated fare systems infrastructure and processes. The focus of the Project Manager's activities will be to lead the provisioning and ongoing use of an end-to-end Transit fare system solution.

GENERAL DUTIES

Integrates all aspects of project management into a comprehensive and cohesive project plan and schedule, including development of project scope; work breakdown structure; risk planning; quality assurance; resource requirements; cost estimating; activity definition; and 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 the fare system.

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.

Directs and manages project execution through quality assurance and management of project team, resources, and project related day to day operations. Develop cohesive project

Co-ordinates, prepares and conducts interviews and exams for project staffing requirements; participates in the selection process. Prepares and executes plans for integration of short term internal contributors and external resources.

Evaluates team and subordinate performance, recommends training programs and provides advice and guidance. Develops and empowers staff through delegation of responsibilities, and provision of regular feedback.

Conducts evaluations of existing Transit fare system infrastructure and processes to ensure solutions continue to meet user requirements, continues to be effectively supported, adheres to current technical standards, and have a logical migration path to the PRESTO solution.

Researches, investigates, evaluates and makes recommendations on new or alternate technologies and business processes that align with Division strategies / standards, and provide optimum solutions. Prepares budget and operational impact analyses and provides recommendations and supporting documentation based on alternatives.

Manages ongoing Transit relationships with the PRESTO Office; PRESTO Central System; fare system vendors; and other City divisions and third party agencies acting on behalf of Transit in the provision of fare distribution.

Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

Acts on behalf of the Division on assignments as required.

May be required to provide on call support.

Must be able to travel and perform job duties as required within the Greater Toronto Area.

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

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. Demonstrated effective systems analysis and project management skills within the area of Information Management and Technology.
2. Comprehensive understanding of project management methodology, preferably Project Management Institute (PMI) or ISO standards.
3. Considerable, progressive and related experience as a Systems Analyst including proven project management skills and systems development responsibilities.
4. Demonstrated effective supervisory skills providing work direction related to project delivery and systems management.
5. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
6. Demonstrated effective written and verbal communication, facilitation, negotiating, and presentation skills.
7. General understanding of Labour Relations with respect to the Progressive Discipline Process
8. Demonstrated exceptional record of relationship management with multiple community stakeholders.
9. Demonstrated ability to provide leadership in a multi-union environment.