

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **TRANSPORTATION, OPERATIONS AND MAINTENANCE DIVISION**

PROJECT MANAGER – BUSINESS SYSTEMS – CUPE 1041

RESPONSIBILITIES

Reporting to the Senior Project Manager, Business Systems, provide creative leadership to staff in a multi-functional workforce engaged in the delivery of technical services to the public and internal clients.

Promote a service-oriented culture, teamwork and integration within the Business Systems section and other groups participating in cross-functional and cross-program initiatives within the Transportation Operations and Maintenance Division.

Accountable for establishing and achieving divisional goals and objectives through the effective and efficient use of financial and staff resources related to the implementation and monitoring of Business Systems and technical solutions enabling staff to meet mandated standards.

Lead programs and continuous improvement projects positively affecting Transportation Operations and Maintenance related programs; changes in technology, Geographic Information Systems (GIS), Automated Vehicle Locating/ Global Positioning Systems (AVL/GPS), handheld devices with mobile applications and field office solutions. Ensuring real-time visibility of field operations, visualization of infrastructure asset information and maintenance results.

Plan, develop, administer, maintain and manage numerous technology systems for the Transportation Operations and Maintenance Division and the Public Works department. Ensure coordinated workflow and standardized processes between capital programs and operational programs using technology systems.

SUMMARY OF DUTIES

Coordinate, develop, administer, implement and monitor information systems and technology solutions; workflows and requirements to meet maintenance and operational standards for Transportation Operations and Maintenance division.

Organize and direct the development of interdependent links and interfaces between databases and management systems to facilitate the coordinated development of both short and long-term initiatives across the Public Works department. Implement new/revised strategies, policies/procedures, etc. and monitors outcomes.

The Project Manager shall be accountable for the AVL/GPS program for the division including administration, procurement, contracts, budget, installations, troubleshooting, and training. Working with vendors on any issues on non-compliance or failures.

Monitor data integrity and reporting of data management and measurement programs such as dashboards, automated reports, and performance measures.

Use industry best practices to achieve division goals of Maintenance Standards compliance, work with employees, contractors, consultants on infrastructure maintenance programs.

Provide leadership, coaching, motivation and direction to subordinate staff, contractors, consultants and builds commitment to customer service and a high level of performance in all areas of service delivery.

Monitor the performance and projects of internal staff to ensure service quality, cost effective and timely delivery of services, and appropriate legislative compliance. Responsible for recruitment activities including assessment tools.

The Project Manager will direct and oversee contractors on projects as required. Ensures projects are completed within the required schedule, budgets and ensures service/price/quality are in compliance with legislative requirements and consistent with the City of Hamilton's Mission and Vision and provincial standards. Completing vendor performance appraisals as required.

Responsible for the preparation of specifications, terms of reference, oversee the collection of data for RFP and review/comment on consultant's submissions and evaluate bids for purchasing additional software/services.

Coordinate and provide technological support for internal staff and/or management within Transportation Operations and Maintenance Division as required. Train staff within the division and Public Works department.

Represent the Transportation Operations and Maintenance Division at various committees, public and staff meetings to provide information and technological advice with respect to maintenance of Right of Way assets.

GENERAL DUTIES

Initiate and direct the investigation and/or evaluation of new technologies related to operations and maintenance programs, leveraging current systems where possible.

Prepare business case documents and make recommendations for the section's budget. Assist Senior Project Manager with annual planning and budget requirements.

Use extensive knowledge of roadway & transportation maintenance practices to provide process improvements for field staff, supervisors, and contractors. Thorough understanding of Right of Way operations including, but not limited to; winter operations and Minimum Maintenance Standards (MMS) compliance.

Develop and review Standard Operating Procedures and work instructions. Provide training and development opportunities for staff, review MMS compliance, perform audits and report on issues.

Develop and empower staff through delegation of responsibilities and accountabilities through regular feedback, and by providing development opportunities and technical direction.

Promote teamwork and develop and maintain relationships with internal and external stakeholders, contractors and consultants and facilitate interdepartmental/interdivisional co-ordination of technology initiatives. Develop partnerships with other municipalities to enhance efficiency and share ideas.

Ensure customer focused, high quality and timely delivery of services in compliance with Federal, Provincial and Municipal legislation, guidelines, approved budgets, contracts and policies and ensure balanced service/price/quality.

Act on behalf of the Senior Project Manager of Business Systems in their absence as required.

Participate in meetings, conferences, and training sessions on an as needed basis to maintain current knowledge of the latest management systems and technology.

Work 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.

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

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems, Geography, Geographic Information Systems (GIS), or related discipline or an equivalent combination of education and relevant business experience.
2. Considerable and proven experience in Geographic Information Systems in a Public Works environment, preferably Municipal Roads and Traffic. With specific exposure to AVL/GPS systems and technology solutions in an operational environment.
3. Demonstrated knowledge and experience in Project Management related to technology initiatives within transportation/roadway asset infrastructure operations and maintenance, preferably in a municipal environment.
4. Practical and demonstrated experience with Asset Management Systems (Municipal Infrastructure Maintenance Management Systems, Work Management Systems), Infor, Hansen, City Works, AVL/GPS systems (including winter operations), ESRI Product Suite including ArcGIS Online, mobile solutions, relational databases, Oracle SQL, Crystal Reports, data analysis, Microsoft office suite including project.
5. Extensive knowledge of Municipal Public Works operations, specifically Right of Way assets (such as Roads and Traffic) including field operations, capital projects, contracted services and program requirements including the Minimum Maintenance Standards Ontario Reg. 239/02.
6. Experience with GIS, data management, web-based application development, user support, business analysis, requirements gathering, and using innovative techniques to solve problems using technology to meet customer satisfaction.
7. Knowledge and experience managing technology teams, with experience in a unionized environment. Must have a proven record of leadership and guidance, technical competence, customer focus, innovation and creativity, team advocacy, delegation and empowerment and be committed to results.
8. Must be able to coach and mentor subordinate staff and provide technical direction to consultants/contractors/subcontractors.
9. Strong analytical and planning skills, conflict resolution, decision-making, problem-solving skills, and change management skills. Must be self-motivated, detail oriented, and show initiative.
10. Highly effective written and oral communication, presentation, facilitation, interpersonal, time management and organizational skills to work in a deadline-driven environment.
11. Ability to deal effectively with management, elected officials, community groups/associations/organizations, peers, staff, consultants, contractors and the general public.
12. Demonstrated knowledge of health and safety legislation and applicable regulations as it relates to the position.
13. Must possess a valid Class "G" Driver's Licence.

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