

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSPORTATION, OPERATIONS & MAINTENANCE DIVISION – BUSINESS INITIATIVES - LOCATION – 100 KING ST. W., 3rd FLOOR

SENIOR PROJECT MANAGER, BUSINESS SYSTEMS

SUMMARY OF DUTIES

Reporting to the Manager, Business Initiatives, the Senior Project Manager (SPM), Business Systems is a key management team member responsible for investigating, recommending, and coordinating the development and implementation of new and/or enhanced technological management systems to various sections within the Public Works Department. The SPM will facilitate the use of business applications, GIS technologies, databases, and enterprise data processes to meet the operational needs of sections that include Roads & Maintenance, Capital Rehab & Technical Services, Environmental Services, Waste Collection & Disposal Operations Support, and other public-facing applications. The SPM oversees the development and implementation of projects and operational programs. Services include the development and operational support of the current Hansen Software maintenance management system, investigating and implementing alternative applicable maintenance management systems, mobile solutions, automated vehicle location systems, Geographic Information System integration, and any other such systems focused on continuous improvement.

Possess a demonstrated record of leadership and guidance, technical competence, customer focus, innovation/creativity, team advocacy, staff delegation and empowerment, staff development, and a commitment to results.

Possess a high level of personal integrity and is an excellent communicator.

GENERAL DUTIES

Provide leadership and day-to-day management of the work and performance of a team that deploys departmental solutions to the operations sections in Public Works.

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

Empower and develop team members to perform their work in an independent manner.

Manage projects and functional resources to ensure the successful delivery of new projects, application upgrades, system enhancements, and post-implementation support of systems.

Interpret, apply, and enforce the provisions of various by-laws related to the functions of the group and recommend changes where appropriate.

Lead and/or collaborate in the planning, scheduling, and acquisition of new operations technology; prepare Request for Proposals and evaluates bids.

Responsible to monitor the progress of major program initiatives as required. Prepare and report on the projects, financial, administrative, quality, and project team performance. Implement strategies to improve effectiveness and efficiency, seeking continuous improvement. Set and monitor divisional standards. Lead by example and functions as a mentor to other team members.

Recommend and develop programs and procedures for the Data Management and Measurement team. Is results-oriented and persistent in ensuring objectives are accomplished.

Responsible for leveraging the current system, investigating, recommending, and developing new and/or enhanced management systems, mobile solutions, and GIS integration within the Operations Division. Initiate projects by developing appropriate business cases. Plan the project by outlining costs, resources, timeframes, and any other related requirements.

Responsible for implementing and sustaining policies, processes and procedures to ensure the security and effective use of business applications for office and field staff using the latest technology.

Perform the role of Information Technology Advisory Board (ITAB) Representative on the Public Works Information Technology Team (PWITT). Participate on the committee and promote the quality, collaboration, and value of information systems, technologies, and data sets within the Public Works Department.

Plan and submit recommendations to resolve discrepancies, take action on issues of non-compliance, keep lines of communication open among all project stakeholders, track deliverables, milestones, and any decisions made regarding the request for changes and outstanding items.

Accountable and responsible for the data integrity and reporting of data management and measurement programs such as dashboards, automated or ad-hoc reports, and performance measures. Provide regular status updates and prompt resolution of issues.

Act as key technical contributor in developing Operations benchmarking reports which includes, MBN Canada Benchmarking, Provincially Legislated Maintenance Standards, MPMP benchmarking, and internal comparators. Liaise with internal MBNC Expert Panel members for the City of Hamilton and Operations Division.

Responsible to evaluate and manage the performance of internal staff and external consultants, including daily operational supervision, resource scheduling, skills development, performance improvement, and disciplinary actions. Responsible for recruitment of prospective candidates; prepares and administers assessment tools to evaluate candidate suitability.

Develop work plans for a variety of related assignments or projects which includes identifying tasks to be completed, assigning staff resources, and coordinating the delivery of outputs. Negotiate with project sponsors regarding deliverables and milestones.

Monitor the deliverables of the projects to ensure operational compliance with legislative requirements and consistency with the City of Hamilton Mission, Vision, and Strategic Plan.

Accountable to ensure that the programs are provided in accordance with City and Provincial guidelines with minimal disruption to the public and are operating in the most effective and efficient manner consistent with the City of Hamilton's By-laws, Mission, Vision, and Strategic Plan.

Contribute to and assist the Manager, Business Initiatives in the preparation of annual divisional training plans (technical and soft skills), budget plans, and recommends future budget appropriations.

Acts on behalf of the Manager, Business Initiatives in his/her absence as required.

Participate as required in discussions and presentations on relevant issues to Council, Senior Management, agencies, and the public. Attend various Committee/Council and public meetings as required.

Prepare or review as required, technical reports arising out of this area of responsibility for presentation to various committees and council.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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, GIS, or related discipline or an equivalent combination of education and relevant business experience.
2. Extensive progressive experience in systems analysis, GIS, application design, and web-based development and support
3. Proven experience in managing teams of diverse technology professionals to deliver to project schedule on time and with quality results.
4. Progressively responsible and practical experience in GIS theory, Enterprise Data Management, and web-based application development and user support, including practical experience working with client and web-based applications technology, preferably in a municipal public works environment.
5. Must be able to demonstrate relevant project management experience managing the delivery of technology initiatives gained through progressively responsible positions in the area of service delivery, preferably in a municipal environment.
6. Must be a self-starter, willing to learn, and be prepared to lead technology projects from beginning to end. Passion for delivery and customer satisfaction is driven by your ability to see the big picture.
7. Demonstrated ability to lead, direct, inspire, motivate, coach, and coordinate related activities of the Business Systems team and contracted professionals and communicate effectively with Senior Management, peers, and staff.
8. Working knowledge of relational databases and maintenance management system software such as INFOR EAM, IPS Hansen, ESRI Product Suite, CityWorks, Oracle Spatial, SQL Server, Automated Vehicle Location Systems, SQL (Structured Query Language), Crystal Reports, Crystal Enterprise, and MS Office Suite.
9. Experience in implementing and working with application programming interfaces (API's)
10. Demonstrated experience working with Benchmarking Initiatives.
11. Demonstrated effective facilitation, negotiation, mediation, communication, presentation, interpersonal and organizational skills.
12. Experienced in designing and delivering customer-focused programs and services including the development of workflows.
13. Proven analytical and problem-solving abilities to resolve complex business and technology issues.
14. Ability to deal effectively with management, peers, staff, other divisions and departments, and the general public.
15. 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.
