

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

OPERATIONS DIVISION – OPERATIONS SUPPORT - LOCATION – 77 JAMES ST N SUITE 400

SENIOR PROJECT MANAGER – SPECIAL PROJECTS (BUSINESS INITIATIVES)

MAJOR RESPONSIBILITIES

Reporting to the Manager of Business Initiatives, the SPM of Special Projects 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 the Sections in the Operations Division. The SPM will provide services to Operations Division Sections that include Roads & Maintenance, Capital Rehab & Technical Services, Waste Collection & Disposal and Operations Support. 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, Geographic Information System integration, and any other such systems focused on continuous improvement. The development, implementation and integrity of the Operations asset databases and demonstrable, timely progress of major program initiatives is key.

SUMMARY OF KEY DUTIES

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

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 request for changes and outstanding items.

Is accountable and responsible for the data integrity and reporting of data management and measurement programs such as dashboards, automated and adhoc reports and performance measures. Provide regular status updates and prompt resolution of issues.

Is a key technical contributor in developing Operations benchmarking reports. This includes, MBN Canada Benchmarking, MPMP benchmarking and internal comparators. Liaises with internal MBNC Expert Panel members for the City of Hamilton and Operations Division.

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

Is 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.

Is responsible to monitor the progress of major program initiatives as required. Prepares and reports on the projects, financial, administrative, quality and project team performance. Implements strategies to improve effectiveness and efficiency, seeking continuous improvement. Sets and monitors divisional standards. Leads by example and functions as a mentor to other team members.

Possesses 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.

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

GENERAL DUTIES (INCLUDING, BUT NOT LIMITED TO)

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

Recommends and develops programs and procedures for the Data Management and Measurement team. Is results oriented and persistent in ensuring objectives are accomplished.

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

Participates as required in discussions and presentations on relevant issues to Council, agencies, and the public. Attends various Committee/Council and public meetings as required.

Prepares or reviews as required, technical reports arising out of this area of responsibility for presentation to various committees of the City.

Interprets, applies and enforces the provisions of various by-laws related to the functions of the group and recommends changes where appropriate.

Empowers and develops team members to perform their work in an independent manner.

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 responsibilities of the position.

QUALIFICATIONS

1. Developed understanding of the theories and practices of Computer Science, Information Systems or web applications and technologies normally acquired by obtaining a University or Community College diploma, or a combination of related education and relevant work experience preferable with hands on technology exposure.
2. 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.
3. 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 which is driven by your ability to see the big picture.
4. Demonstrated ability to lead, inspire, motivate, coach and coordinate related activities of team and contracted professionals.
5. Working knowledge of relational databases and maintenance management system software such as Hansen, GeoMedia, Esri, Access Word, Crystal Reports, Crystal Enterprise, and Excel.
6. Experience in implementing and working with application programming interfaces (API's)
7. Demonstrated experience working with Benchmarking Initiatives.
8. Demonstrated effective facilitation, negotiation, mediation, communication, presentation, interpersonal and organizational skills.
9. Experienced in designing and delivering customer focused programs and services including the development of workflows.
10. Ability to deal effectively with management, peers, staff, other divisions and departments and the general public.
11. Must possess a valid Class "G" Driver's Licence.

JOB ID A11955

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

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