

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

(TRANSIT DIVISION – TRANSIT CUSTOMER EXPERIENCE & INNOVATION - LOCATION – 2200 HWY 6 SOUTH, MOUNT HOPE)

### SENIOR PROJECT MANAGER, TRANSIT BUSINESS SUPPORT

#### SUMMARY OF DUTIES

Reporting to the Manager, Transit Customer Experience & Innovation, the Senior Project Manager, Transit Business Support will provide leadership while working in a team environment. The Senior Project Manager, is responsible for defining the business requirements, participating in the development of implementation plans for new applications and supporting existing applications that meet the strategic and business priorities of Transit. The Senior Project Manager also oversees data analytics, business analysis and reporting to facilitate data-driven decision making.

Transit's primary objective is to grow ridership by continuously improving the customer experience. As such, the Transit Division is heavily reliant on technology as a core business. There are significant growth-oriented projects for transit, which is a 24/7 operation. Transit has recently launched SaaS (on-demand transit) and will be opening a second garage location and in the next few years.

HSR relies on commercially available products such as Trapeze for the bulk of its needs and has recently added an on-demand solution from Spare Labs. This position will be a subject matter expert in these, and other, Transit application platforms.

The focus of the Senior Project Manager, Transit Business Support activities will be to ensure the end-to-end provision of Transit business solutions that meets the needs of customers, while contributing to the strategic growth of Transit through innovation and continuous improvement.

The successful applicant will be placed on a hybrid work model and is required to spend a minimum of one day/week in the office and a maximum of four, depending on project status and workflow, and as authorized by the Manager, Transit Customer Experience & Innovation. The employee must be prepared to escalate IT issues at all Transit work sites (Mountain Transit Terminal, McNab Transit Terminal and the to-be-named new garage location) and, if required, they may be required to attend worksites outside of traditional core business hours.

Provide direction, leadership and supervision to staff; inspire and encourage the team to achieve high levels of performance and productivity; foster a work environment which supports innovation and quality of service.

#### GENERAL DUTIES

Manage the Transit Division's business applications including strategic planning and innovation, engaging Corporate IT in the planning process.

Supervise the day to day development, implementation, and maintenance of data analytics, business analysis and reporting.

Monitor critical business applications for efficiency and effectiveness, working with IT make recommendations for product upgrades and enhancements.

Develop, co-ordinate and monitor the annual Transit IT workplan and direct daily workflow regarding the development, implementation, and maintenance of Transit's business applications in consultation with IT. Prioritize Transit user

requests that require changes to Transit business applications.

Prioritize daily work flow of corporate IT business partners who support Transit to ensure overall Transit IT Workplan objectives are met.

Oversee the relationship with HSR software vendor (i.e.: Trapeze) including the setting and approval of scope of work, vendor status meetings, and vendor performance evaluation, in accordance with corporate standards. Working with Transit business application users and IT, serve as Transit's business application subject matter expert and main point of contact for software vendor relations.

Work with Transit Leadership Team to set business priorities to prioritize user requests for modifications or upgrades.

Oversee the development of business reports from transit databases by working with Transit staff and the software vendor; consult with Transit staff to determine and facilitate KPI measurements from Transit databases.

Oversee the effective and efficient functioning, and evolution of technology products solutions, such as the HSRNow suite of real-time information, the HSRNow roadmap, and the Voice of Customer program.

Lead Continuous Improvement projects, and/or serve as the Transit business technology subject matter expert on innovation projects

Conduct periodic evaluations of existing Transit applications and database platforms to ensure solutions continue to meet user requirements and are effectively supported; adhere to current corporate IT technical standards; and have a logical growth path within their life expectancy.

Research, investigate, evaluate and make recommendations on new or alternate technologies that align with Transit Division strategies/standards, and provide optimum solution, in consultation with IT.

Maintain detailed project management documentation including project plans that meet Transit business goals and priorities and adhere with departmental project management standards. This includes working with Transit business users, corporate IT staff, and hardware/software vendors.

Project manage capital Transit technology projects; ensure projects are delivered on time, and within budget. Monitor, verify and approve vendor invoices. Assist Transit with grant applications related to technology solutions.

Liaise with corporate IT on technology projects and initiatives to ensure adherence with corporate IT standards and represent Transit on Corporate IT teams.

Prepare Requests for Information (RFI) and Requests for Proposals (RFP). Conduct needs analysis and feasibility studies. Investigate best practices. Develop and present possible alternatives and proposals. Prepare recommendations and supporting documentation based on alternatives and outline preferred course of action.

Develop, implement and maintain plans, policies, business standards, and standard operating procedures for Transit business applications including mission critical functions.

Create and maintain training documentation; responsible for the orientation of Transit technology for new Transit staff and assist onboarding of corporate IT staff working on Transit business applications.

Prepare budget and operational impact analyses and provide recommendations and supporting documentation based on alternatives, outlining preferred course of action.

Develop and empower staff through delegation of responsibilities, and provision of regular feedback and opportunities for continued career growth

Promote teamwork and integration between staff within the Division and outside the Division within diverse sections of

the Public Works, Finance and Corporate Services, and Human Resources Departments/Divisions.

Provide professional consultation to the Managers and Director as required.

Act on behalf of the Division on assignments as required.

Perform other duties as assigned, which are related to the major responsibilities of the job.

**QUALIFICATIONS**

1. University Degree or College Diploma in Computer Science, Information Systems, Business Administration or related discipline with previous demonstrated transit or transportation business application experience. Experience with Trapeze software is an asset.
2. Demonstrated leadership and project management skills. PMP designation is an asset.
3. Demonstrated progressive supervisory skills providing work direction related to project delivery.
4. Demonstrated skills in analysis, planning, monitoring and evaluation.
5. Demonstrated skills in innovation and continuous improvement. Experience in leading Lean Six Sigma projects. Lean Six Sigma Green Belt certification is an asset.
6. Knowledge of database architecture, data reporting and KPIs/dashboards to support data-based decision making is an asset.
7. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
8. Ability to challenge, lead, coach and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
9. Demonstrated ability to use MS Office productivity tools (e.g. Word, Excel, PowerPoint, Visio, Project) to create and maintain project documents. Advanced database knowledge.
10. Excellent written and strong verbal communication, facilitation and presentation skills.
11. Proven administrative, analytical and conflict resolution skills.

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

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