CITY OF HAMILTON

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

PROJECT MANAGER, TRANSIT BUSINESS SUPPORT

SUMMARY OF DUTIES

Reporting to the Senior Project Manager – Transit Business Support, the Project Manager, Transit Business Support will lead projects while working in a collaborative team environment. The Project Manager is responsible for aligning business requirements, acting as a change agent, and participating in the development of implementation plans for new applications and supporting existing applications that meet the strategic and business priorities of Transit.

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 is embarking on a new Growth Strategy, and opening a second garage location, which depend on the successful implementation of technology projects.

HSR relies on commercially available and proprietary 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 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 two days/week in the office and a maximum of five, depending on project status and workflow, and as authorized by the Senior Project Manager Business Support 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.

GENERAL DUTIES

The successful candidate will act as a Project Manager and change management agent for Transit. The role meets the evolving needs of the business based on direction from the Senior Project Manager of Business Support or the Manager of Customer Experience & Innovation. The duties listed below serve as examples of duties that may be assigned.

Develop and track project charters and plans, work break-down structures, project resource planning and milestones.

Monitor project procurement requirements and report on budgetary requirements or risks based on corporate policies and guidelines.

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 recommend approval for vendor invoices by demonstrating received deliverables. 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.

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.

Monitor critical business applications for efficiency and effectiveness, and make recommendations to the Senior Project Manager for product upgrades and enhancements.

Support the Senior Project Manager and business units building a strong working relationship with HSR software vendors (i.e.: Trapeze) that includes reviewing the 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 point of contact for software vendor relations.

Work with Senior Project Manager and business units to confirm business priorities to prioritize user requests for modifications or upgrades.

Assist Senior Project Manager of Transit Business Support in maintaining the Transit software's state of good repair, monitoring software lifecycle effectiveness, and advancing technology product solutions. Examples include managing 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.

Makes recommendations for improvements to processes, including efficiency improvements, modification/elimination/development of tools, and the introduction and use of technology.

Involved in business process reviews, improvement initiatives, provides strategic and process improvement advice to support business operations.

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.

In line with Quality Management System requirements, Develop standard operating procedures for Transit business applications including mission critical functions. Assist the Senior Project Manager Transit Business Support in developing and implementing policies and business standards.

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.

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.

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 project management and change management skills. PMP and change management certifications are assets.

3. Demonstrated skills in analysis, planning, monitoring and evaluation.

4. Demonstrated skills in innovation and continuous improvement. Experience in leading Lean Six Sigma projects. Lean Six Sigma Green Belt certification is an asset.

5. Knowledge of database architecture, data reporting and KPIs/dashboards to support data-based decision making is an asset.

6. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.

7. Demonstrated ability to use MS Office productivity tools (e.g. Word, Excel, PowerPoint, Visio, Project) to create and maintain project documents. Advanced database knowledge.

8. Excellent written and strong verbal communication, facilitation and presentation skills.

9. Proven administrative, analytical and conflict resolution skills.