PURPOSE

This position is responsible for managing the HFS Virtual Project Management Office to drive the successful preparation and execution of critical projects. The position supervises a team of two project managers and ensures the proper implementation of the project management framework throughout HFS. The framework supports the strategic alignment of the portfolio of projects, tracks the status of ongoing, past, and potential projects, and is a critical tool to optimize the use of limited resources.

RESPONSIBILITIES

50% VPMO Management

- Create, manage and maintain the structure, tools, and resources for the Virtual Project Management Office (VPMO), including:
  - Performance metrics (costs, productivity, scope, on-time delivery, milestones) and reporting frequency
  - Program and project management controls
  - Tools that facilitate effective project management
  - Governance documentation to ensure that projects are assigned the appropriate priority and resources to meet milestones and deliverables
  - Effective, user-friendly project documents for all levels of staff who are leading and/or participating in projects
- Ensure that all work and work products follow best project management practices
- Oversee the project request intake process, working with sponsors, stakeholders, and project managers to ensure that charters are appropriately documented and are compliant with Department and University standards and practices
- Assign projects to project managers, ensuring they are trained and have the resources necessary to manage projects in alignment with Department standards and practices
- Proactively identify and monitor resources, potential risks, dependencies, and obstacles that may adversely impact the successful completion of deliverables, and recommend/initiate corrective measures, in order to ensure project goals are achieved
- Coordinate work with UW, Division, and Department partners to ensure alignment and assessment of impacts

30% Leadership/Governance

- Promote an organizational culture focused on service to internal customers from the development of the framework and tools to the implementation of deliverables
- Present regular reports to the HFS Senior Leadership Team (SLT) as part of HFS IT Governance, ensuring that all project data is up-to-date and that any new project requests are thoroughly documented
- Provide expert consultation and project management support to all HFS units, including mentoring and training of project managers embedded in those units, and provide support for resolving areas of noncompliance
Facilitate a project manager community of practice
Organize and facilitate a variety of project communication strategies, including SCRUMS, daily stand-up meetings, reviews, retrospectives, sprints and release planning, and demonstrations
Serve as a liaison with outside units, including UWIT
Serve as a member of the IT Leadership Team in setting strategic unit priorities and goals, measuring, monitoring, and responding to results
Manage the interdependencies between technology partners, application teams, and other stakeholders, including students
Participate and/or lead HFS committees
Foster an environment that encourages curiosity and learning
Create and offer learning opportunities for Department staff to broaden project management principles in daily work

20% Supervision
Supervise the project managers and additional staff that may be assigned to manage complex, high-priority projects
Regularly evaluate the work completed by direct reports and provide constructive feedback to support success
Develop and maintain staffing and operational plans during emergency conditions and UW closure
Provide best practice training and guidance to HFS IT technology project managers
Establish staffing patterns, schedules, and performance standards
Review position descriptions, evaluation materials, and training, and update as needed
Engage staff in annual performance evaluations that include professional development planning and coordinating feedback from teams, stakeholders, and SLT
Provide ongoing constructive feedback to direct reports in support of their success
Ensure proper implementation of Department and University personnel, payroll, and safety policies and procedures
Perform related duties as assigned

IMPACT TO THE UNIVERSITY

The effective execution of vPMO projects minimizes the financial impact on the cost of student housing and dining. The scope is Department-wide, and involves systems that collect and distribute over $160 million in annual revenue. These systems, directly and indirectly, support students’ living, working, and dining in HFS, including the point-of-sale system, debit card/student identification system, financial system, occupancy management system, and a comprehensive system for UW Dining that manages purchasing, sales, and inventory.
POSITION COMPLEXITIES

The position requires the capability to implement complex projects, processes and practices within HFS IT and throughout the Department. This requires consistent management of expectations and service agreements through influence, credibility and professionalism from the technical and nontechnical perspectives.

WORKING CONDITIONS

This position is expected to maintain regular office hours Monday through Friday. In addition, the position is expected to maintain flexibility to work additional time to achieve deliverables and participate in special events.

SUPERVISION

Provides regular supervision to two project managers and additional staff that are assigned to manage projects under their purview.

REPORTS TO

Chief Information Officer

REQUIRED QUALIFICATIONS

- Bachelor’s degree in Communications, the Sciences, Business Administration, or related field
- Five years of experience that demonstrates a progression to complex project management, including:
  - Applied knowledge of the System Development Life Cycle (SDLC)
  - Success in the management dimensions of leadership, staff supervision, decision-making, initiative, and written and verbal communication
  - Success in meeting milestones for projects that involved multiple stakeholders and/or lines of business
  - Familiarity with AGILE, Spiral, waterfall, and other methods of project management
- Equivalent combinations of education and experience may substitute for requirements

DESIRED QUALIFICATIONS

- Project Management Professional (PMI) Certification
- Microsoft certified professional
- Experience with project planning tools: Project, Project Online, Asana, Monday.com, ServiceNow, etc.
- Program or Portfolio Management Certifications desired

CONDITION OF EMPLOYMENT

A satisfactory outcome from the employment reference check processes and educational degree verification.
## CONTACTS AND INTERACTIONS

<table>
<thead>
<tr>
<th>Contact with:</th>
<th>Purpose of contact:</th>
<th>Frequency:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institutional Officers: Regents, President, Executive Vice President, Provost, Vice Presidents</td>
<td>None</td>
<td>N/A</td>
</tr>
<tr>
<td>Vice Provosts, Deans, Heads of Major Administrative Departments, Medical Center CEO</td>
<td>Provide technical consultation, attend meetings</td>
<td>Annually</td>
</tr>
<tr>
<td>Department Chair Faculty, Other Staff Members</td>
<td>Personnel management, status reports, presentations, gather requirements, troubleshooting, follow-ups, meetings, training, Quality Improvement Coalition work, data collection</td>
<td>Daily (approx. 15-20 hours/week)</td>
</tr>
<tr>
<td>Students</td>
<td>Events such as OHS, ORS, and ad-hoc answering questions, leads student bandwidth monitoring project ongoing, and works collaboratively with residence life when student conduct is an issue</td>
<td>Daily and Occasionally</td>
</tr>
<tr>
<td>Patients or Customers</td>
<td>The customers we serve are HFS Staff members – see above</td>
<td>See above</td>
</tr>
<tr>
<td>Other Outside Institutions / Organizations</td>
<td>Professional organizations, attendance and presentations at conferences, meetings, information gathering or sharing</td>
<td>1-2/Quarter</td>
</tr>
<tr>
<td>Vendors, Suppliers</td>
<td>Procurement of software/hardware, partnering on projects/upgrades, information gathering (RFI/pricing, etc.)</td>
<td>Depending upon the project or purchasing cycle</td>
</tr>
<tr>
<td>General Public</td>
<td>See “students” above.</td>
<td>See above.</td>
</tr>
<tr>
<td>Others (specify):</td>
<td></td>
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