PURPOSE

The IT Project Manager (PM) is responsible for managing, planning, and implementing projects conducted by the IT unit for internal and external use. They lead the project goals and success factor development and determine how success will be measured and tracked. They ensure the project remains on time and budget and help motivate team members to hit their goals. The IT PM’s role is to gather all requirements, translate them into a functional specification document, and drive those project schedules. The PM also acts as a liaison between the project team, operations units, and upper-level management. They prepare and present progress reports, coordinate resources management, and ensure the project furthers organizational goals.

RESPONSIBILITIES

Project management 80%

- Building and Leading project teams. Plan project resources, time management, budgets, monitoring, and communications
- Create and execute project work plans and change orders against those work plans.
- Report project status and success metrics to senior leadership
- Provide and guide the following processes:
  - Scope, Cost, and Schedule baselines
  - Collaboration with leadership and subject matter experts on business requirements
  - Collection and creation of technical requirements with the development product team
  - Coordination of third-party consultation and evaluations based on business needs
- Organize and support IT services through collaboration, training, and communication of changes relevant to security, operations, and existing and new software use.
- Drive customer satisfaction by fulfilling stakeholders’ requirements, soliciting feedback, and maintaining constant communications with project sponsors and teams
- Participate in other department technical initiatives.

Administrative duties 20%

- Standardize and document critical IT processes supported by the Department's enterprise solutions
- Active participation in the HFS vPMO and University PMO and communities of practice
- Other duties as assigned

IMPACT TO THE UNIVERSITY

Application of technical knowledge to advise on, plan for, and maintain information systems, contributes to the business effectiveness and fiscal health of HFS and the University.

POSITION COMPLEXITIES

This position requires understanding the urgent nature of maintaining information systems for diverse work areas with different and often competing priorities, including the ability to anticipate departmental systems needs and effectively act upon customer requests. The systems are complex and may not interface directly with one another.

WORKING CONDITIONS

This position requires the ability to work varied schedules based on departmental needs. The employee must have the ability to remain calm in stressful situations and meet deadline demands.
SUPERVISION RESPONSIBILITIES
Supervision of staff is not required but is commonly found at higher grades in the series; there may be positions with an informal reporting structure, e.g., leading a project team.

REPORTS TO
HFS-IT Manager of Project Management

MINIMUM QUALIFICATIONS
• Four-year degree in computer science, IT business administration, Information Systems, or related experience
• Three years of progressively responsible systems analysis and programming experience on a broad range of platforms, including two years of application development using relational database technologies
• Excellent written and oral communications
• Experience that demonstrates:
  o Ability to work effectively with application development staff and end-users, providing excellent customer service in a team environment
  o Proficiency with Project management tools (Microsoft Project, Asana, etc.)
  o Proficiency with Microsoft Office tools (Excel, SharePoint, Office 365, and Word)

DESIRED QUALIFICATIONS
• Project Management Professional (PMP from PMI) Certification, or earn PMP within 1 year of employment
• Experience with service management tools
• Understanding of Client-Server, PAAS, SAAS, and IAAS solution
• Experience with SDLC and Project Management models (Agile, Waterfall, Scrum, etc.)
• SharePoint site administration
• Experience with UML, TSQL, and HTML 5
• Experience with data dictionary and source control systems in support of system development initiatives.

CONDITION OF EMPLOYMENT
A satisfactory outcome from the employment reference check processes and education verification