



POSITION DESCRIPTION

POSITION: Project & Portfolio Manager
DEPARTMENT: Information Technology **JOB NUMBER:**
DIVISION/FACULTY: Administration **DATE REVISED:** February 2022

ORGANIZATIONAL STRUCTURE

Reports to the Director IT Business Services. Directly reporting to this position are the Project Leader (Business Analyst) and Project Coordinator.

PRIMARY FUNCTION

The Project and Portfolio Manager is both a leadership and management role that requires an individual with a strong technical background, as well as an ability to work with IT team members as well as business management to align priorities and plans with key organizational objectives. The role is responsible for various methods and practices around provisioning IT at the University, improving overall project management across the organization, and tracking and reporting the conformance to plans and expectations of IT-oriented initiatives.

The Project and Portfolio Manager is also responsible for supporting IT and organizational leadership in their efforts at overseeing, managing and leveraging the entire life cycle of IT investments and initiatives to optimally achieve enterprise goals and objectives. A key focus is to achieve an optimized mix among IT project investments in order to make the best possible use of all resources and deliver maximum value and benefits. The position includes identifying, prioritizing, and coordinating project and program resources engaged with all key initiatives within the IT project portfolio. The Project and Portfolio Manager is a primary source and resource to key business unit leaders responsible for core business systems, and to leaders within the organization responsible for IT governance. The role is also responsible for communications and reporting the state and performance to expectations for initiatives within the IT project portfolio.

KEY RESPONSIBILITIES

1. Collaborate with business and academic areas and IT to identify opportunities for applying technology developments to the challenges from growing digitalization.
2. Foster a project-management-oriented culture and mindset with IT technology projects.
3. Engage in periodic reviews with senior IT, business and academic areas, and other relevant bodies to validate and assess the project portfolio, execute change, and reprioritize to meet business needs as required.

4. Initiates and participates in the hiring, orientation, development, promotion, discipline and termination of direct reports within Information Technology according to established University policies and consistent with collective agreement provisions.
5. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
6. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
7. Leads the identification and development of project management roles, team configuration and recruitment appropriate to deliver on institutional goals and objectives.
8. Leads the identification and implementation of project management processes, methods, tools, guidelines and standards in order to establish a stable framework that supports all project teams and business and academic areas to improve successful project delivery.
9. Defines, manages and directs end-to-end project management work efforts, which includes leveraging best practices and techniques in identifying, quantifying and tracking the realization of expected business benefits.
10. Builds and maintains relationships with senior IT leadership and key business and academic areas, and acts as a trusted advisor.
11. Regularly reviews and evaluates opportunities to improve the project management best practices.
12. Leads the establishment of a project management community of practice to facilitate collaboration and best-practice sharing among project managers and key business and academic areas.
13. Facilitates and coordinates efforts to establish a project portfolio definition, its structure and processes, from demand management and strategic alignment of projects and programs; to portfolio categories and criteria; through evaluation, selection and prioritization; to execution, tracking and measuring the achieved results.
14. Engages in periodic reviews with senior IT, business and academic areas, and other relevant bodies to validate and assess the project portfolio, execute change, and reprioritize to meet business needs as required.
15. Participates in regular meetings with appropriate bodies to inform and alert them of any issues arising from the performance of the individual projects within the portfolio to assure the on-plan usage and consumption of resources and funding, and to highlight any variances.

16. Leads reviews of any significant initiatives, projects or programs that are challenged and provide recommendations as to whether it should continue, be significantly changed, placed on hold or discontinued.
17. Ensures the oversight and coordination of dependencies across the projects and programs in the portfolio, and resolve or escalate conflicts.
18. Ensures and balances the availability of the required skills and competencies across project and program teams in the protect portfolio, working within established resourcing and project delivery timelines.
19. Directs the creation and maintenance of the required project portfolio documentation and artifacts.
20. Liaises with vendors and the legal and purchasing departments to establish mutually acceptable contracts and service-level agreements.
21. Works with the CIO, IT staff, and key business and academic areas to define metrics and reporting strategies that effectively communicate successes and progress of the IT-oriented projects.
22. Directs the development and maintenance of communications and reporting around the IT project portfolios, their contents and the individual performance of initiatives to business and academic areas and/or governance boards, the IT steering committee, and senior executives.
23. Manages outsourced vendors that provide information security functions for compliance with contracted service-level agreements; follow up as needed
24. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
25. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

EDUCATION & EXPERIENCE

- Bachelor's degree in computer science or information systems. Master's degree preferred.
- Project Management Professional designation.
- Minimum of eight (8) years of project management experience in IT and business/industry, and at least three (3) years of leadership responsibilities. Experience working on large scale technology projects in a post-secondary or public sector environment is considered an asset.
- Or an equivalent combination of education and experience.

QUALIFICATIONS

- Familiarity with one or more project/program management methodologies (such as PMI PMBOK, PRINCE2, Agile and MSP) and across a range of projects and programs.
- Knowledge of technology concepts of ERP and technology architecture frameworks, principles, standards and vision. Experience in cloud application technologies, and transitioning on-site applications to the cloud in a higher education environment.
- Understanding of current and emerging technologies and how other enterprises are employing them to drive digital business and how they may be applied to the enterprise to drive digital business.
- Familiarity with applicable legal and regulatory requirements for post-secondary education in the Province of British Columbia.
- Exceptional leadership skills with the ability to develop and communicate the project and portfolio objectives, inspire and motivate staff, and maintain alignment to the business strategy.
- Possesses a high degree of political sensitivity, astuteness and the ability to effectively use the informal power structure of the organization to achieve success and clear obstacles for projects and the portfolio.
- Strong business acumen, including industry, domain-specific knowledge of the enterprise and its business units; familiar with industry trends and innovation.
- Strong analytical, conceptual and financial analysis skills, and familiarity with financial reporting tools; demonstrated ability to develop and deliver against financial and resource constraints.
- Highly empathetic and able to vary styles of interaction to match the needs of a variety of business and technical audiences, as well as temperaments and personalities.
- Ability to influence and negotiate effectively with project teams and other affected parties in the University.
- A demonstrated ability to prioritize projects and communicate priorities or options to IT leadership, partners, and business and academic areas. Program management skills and experience, plus significant knowledge of project planning tools with evidence of practical application (which is highly desirable)
- Excellent analytical, strategic planning and execution skills. Familiarity with the use of reporting tools to monitor portfolio activities and analyze project portfolio performance.
- Excellent verbal, written and interpersonal communication skills, including the ability to communicate effectively with the IT organization, project and application development teams, management and business personnel and other internal and external University and senior leadership.
- Intercampus travel is required, possession of a valid driver's license and access to a vehicle is preferred.