KWANTLEN POLYTECHNIC UNIVERSITY

JOB DESCRIPTION

Dept: Information & Educational Technology   **Working Title**: Project Leader   (487)

Date: October 2001   **Job Class**:   16

PRIMARY FUNCTION:

To provide project management, technology planning, business area analysis, systems design and client support services to users of Kwantlen Information Technology (IT) systems.

JOB DUTIES AND TASKS:

1. Participate in technology planning:
   a. Identify and document business situations that require technology solutions or process improvements.
   b. Research and develop business cases including technological alternatives, cost benefit analysis, programming resources and policy/procedure enhancements.
   c. Translates business processes into technical specifications.

2. Plan and manage systems projects:
   a. Manage system development or business process improvement projects.
   b. Determine business feasibility, time frame and availability of resources.
   c. Coordinate with client, Application Programmer/Analysts and other IT staff members to obtain commitments from all groups.
   d. Identify, estimate and schedule project activities, assess project risk and create project plan.
   e. Monitor and control project progress.
   f. Conduct walk-through of system/business processes with clients.
   g. Act as liaison between client and technical staff to ensure business requirements are properly communicated.
   h. Train clients in the use of systems.
   i. Assist clients in the preparation of test plans and conduct user acceptance tests.
   j. Document user procedures.

3. Design and develop applications:
   a. Consult with and advise clients on their operational and information needs.
   b. Design and develop appropriate computerized technical or procedural solutions to meet client needs.
   c. Design, develop and document technical design specifications.
   d. Develop, test and implement new applications and enhancement to existing applications, according to design specifications.
   e. Prepare and maintain appropriate system and user documentation.
   f. Train and assist users during the test and implementation phases of application development.
   g. Provide ongoing application support, including problem resolution and emergency maintenance when required.

4. Communicate with other members of the IT Department:
   a. Train User Support staff members in application troubleshooting techniques.
   b. Conduct training/information sessions on application systems and software technologies.
   c. Collaborate in development projects or troubleshooting sessions as necessary.

5. Perform other related duties:
   a. Participate in planning software maintenance releases.
   b. Evaluate hardware and software tools.
   c. Contribute to the development of technical standards, guidelines and procedures.
   d. Communicate with contractors and software vendors as required.
   e. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

Reports to Director IT Business Services.

SUPERVISION/DIRECTION EXERCISED:

1. Supervises and guides staff and external contractors in performing project related tasks.
2. Establishes goals and objectives, assigns tasks and monitors work progress.
3. Monitors and assesses overall project performance.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

1. Develop, enhance and maintain information and education systems critical to the operation of the University College.
2. Handle confidential information in a responsible manner consistent with the Freedom of Information and Privacy Act.

FINANCIAL RESOURCES:

1. Provide cost estimates of software/hardware and resources in application development projects.
2. Select and recommend purchase of software, related documentation and training materials.
3. Sign for and verify receipt of purchases.

The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

1. Bachelor's Degree (with a major in Information Technology or Computer Sciences), and a minimum 5 years of progressive work experience in analyzing business requirements and promoting process improvement in a post-secondary environment.

2. A Business Analyst Certification or Six Sigma Green Belt certification is required. A demonstrated background in the ability to apply business analysis methodologies and templates in researching, evaluating and planning the implementation of emerging Enterprise Architecture initiatives.

3. Proven experience leading the identification and development of project management roles, methodologies, templates, team configuration and recruitment appropriate to deliver on institutional goals and objectives. Must be able to extract business requirements from stakeholders to build project documents.

4. Experience working directly with business stakeholders to identify, assess and document business requirements with the ability to transform end-user needs into technical and functional requirements.

5. Must understand the current business processes and workflows of the University in order to develop recommendations for future business software improvement and then provides advice based on opportunities as technologies and business re-engineering evolve.

6. Experience in working with Cloud based applications and transitioning on premises software to cloud solutions, with a strong background in the Office 365 suite.

7. Provides input into the strategic technology plans for the University. Proven experience working with senior leadership to develop University-wide information systems software strategies Proven experience providing input into the strategic technology plans for an organization and has technical expertise to bridge information technology and University vision.

8. Demonstrated experience in the evaluation, development and implementation of complex technological solutions to meet the evolving business needs and demands of accountability reporting in an increasingly complex operating environment.

9. Experience being responsible for system development and business process improvement projects. Must have a strong analytical, conceptual and financial analysis skills, and must be able to translate business objectives into systems requirements: designs, documents and tests specifications for system changes and solutions.

10. Experience providing guidance and feedback in developing, establishing and administering departmental policies and procedures. Experience in the development, implementation and continuous improvement of procedures to ensure services level agreements are created and meet the departmental and institutional objectives.

11. Experience collaborating with areas such as Organizational Risk and Legal to conduct confidential research, which requires evaluation of departmental effectiveness and operational procedures. Proven ability to make recommendations on appropriate changes and control methods. Experience promoting total quality and commitment towards continuous improvement in performance, productivity and quality within the department as well as throughout the organization. Basic knowledge of Canadian privacy laws (FIPPA/FOIPPA/GDPR) is required.

12. Proven experience with Business Intelligence tools to assist in the development of strategic university dashboard and report delivery.

13. Progressive technical knowledge and certifications in best practices in information technology service delivery such as Agile SDLC vs Lean, and familiarity with working in with ITIL environments.

14. Knowledge of modern infrastructures such as storage area networks, virtualization, high availability design, operating systems (Unix/Windows Server), network architecture, enterprise network management systems, etc.

15. Detailed experience with ORACLE and/or SQL Database methodologies and concepts.

16. Experience liaising with representatives of other educational institutions and external organizations to exchange professional advice, participate in joint projects and to identify cost/information/task sharing opportunities.

17. Ability to work under minimal supervision, under own initiative and as an effective team member.

18. Excellent verbal and written communication skills.

19. Intercampus travel is required, possession of a valid driver's license and access to a vehicle is preferred.

Revised: Feb 2019