PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>994207, 994880, 995026, 995032</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Senior Project Manager</td>
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<tr>
<td>Department:</td>
<td>Director, UVic Online</td>
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<td>Reports to:</td>
<td>Director, UVic Online</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct____ Indirect____&lt;12___</td>
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<tr>
<td>Classification Level</td>
<td>SG 14</td>
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<tr>
<td>Last Updated</td>
<td>May 2018</td>
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2. Position Summary

University Systems serves a diverse client base including students, faculty and world-renowned researchers. We consist of three major units: Academic & Administrative Services, Infrastructure Services, and UVic Online, all working together to provide computing, communications and technology in support of the university's learning, teaching, research and administrative activities. We support high profile research projects like VENUS, NEPTUNE and ATLAS and work as part of the BCNET consortium. We exist in a complex work environment where we must effectively navigate complex, cutting edge and ever-changing technology, and information security and privacy issues in order to be the best information systems organization in the Canadian university system.

The UVic Online department within University Systems at the University of Victoria plays a pivotal role in implementing new enterprise-wide software systems, continuously improving existing systems, and providing University-wide data stewardship. We are a dynamic team, which continues to implement exciting and powerful software systems, which have enabled UVic to become one of the most technologically advanced and well-integrated universities in North America.

Reporting to the Director, UVic Online, the Senior Project Manager will manage a portfolio of large, complex enterprise software system projects for clients in administrative areas of the university. Projects may include the development of custom software applications, the implementation of vendor systems, in addition to system upgrades and the rollout of new or enhanced functionality. The Senior Project Manager’s overall responsibility is to research, plan, create and implement new and enhanced functionality for IT systems and work with the senior stakeholders of technical and administrative areas to incorporate and integrate changes. This position is required to communicate the functional needs of clients to the technical teams within University Systems; and perform and direct quality assurance and control on these new and enhanced systems with operational and technical units outside of University Systems. This role is responsible for the coordination of training clients on applications and technologies within direct operational units as well as clients across all academic and administrative departments, and ensuring that sufficient post go-live support is in place.

Our normal business hours are 8:30 AM to 4:30 PM, while client-facing service entities may be open from 8:00 AM to 11:00 PM; system maintenance may be performed off-hours and major issues are responded to on a 24/7 basis.
### 3. Key Responsibilities and Expectations

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<th>Key Responsibilities.</th>
<th>Expectations:</th>
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| **40% Manage Projects** | • Directs work of project-based functional and technical staff in a variety of departments, managing time, budget and scope of IT systems projects  
  • Facilitates information and requirements gathering sessions with project stakeholders  
  • Conducts analysis to determine feasibility, scope, costs, overall design and implementation schedule and methodology  
  • Develops project charter, work plans, and monitors and reviews progress and costs  
  • Works collaboratively with stakeholders to develop, issue and evaluate requests for proposals (RFPs) for new systems  
  • Makes recommendations to senior administrators regarding major acquisitions  
  • Manages projects using the University Systems Project Management Methodology to initiate, plan, monitor and control, execute, and close projects  
  • Works with external service providers when managing hosted service projects  
  • Works with campus stakeholders to manage privacy, security, records management, and compliance risks |
| **20% Define new processes, requirements, functionality and priorities for IT systems** | • Works with senior administrators and administrative steering committees to identify, research and plan for new innovations and enhanced business processes for administrative applications  
  • Consults with functional and technical staff to perform analysis of business requirements in order to provide recommendations to senior administrators  
  • Creates specifications required to implement a solution with the greatest benefits with the lowest risk and cost  
  • Makes project prioritization and sequencing recommendations to senior administrators |
| **20% Ensure quality of new innovations and changes to administrative systems** | • Works with administrative and technical units to develop comprehensive test plans  
  • Coordinates testing of new/existing information systems with clients  
  • Manages remediation of issues  
  • Obtains sign-off by senior administrators  
  • Ensure sufficient post go-live support has been established for new and enhanced systems |
| **20% Coordinate, implement and execute upgrades of administrative systems to meet provincial, federal and University statutory requirements** | • Reviews relevant statutory requirements for changes that may require updates to information systems  
  • Identifies potential changes and makes recommendations to senior administrators  
  • Initiates project process as required  
  • Coordinates upgrades and testing  
  • Solicits feedback from statutory bodies to ensure that compliance is maintained |
4. Classification Factors:

**Problem-Solving:**
This position regularly requires in-depth analysis of complex and unique technical problems, as well as creative and strategic thinking to arrive at solutions that are unanticipated. Extensive investigation is required to conceive new methods, procedures and policies. Strong technical skills may be required to understand and mitigate project risks.

While all universities face complex problems, each faces a unique set of constraints due to the combination of federal and provincial legislation, academic senate regulations, labour relations agreements, and external services providers such as banks and insurance companies. The Senior Project Manager is responsible for finding the business process and information systems solutions that meet the requirements of these diverse stakeholder groups.

**Responsibility for Financial & Material resources:**

The Senior Project Manager works collaboratively the University Systems leadership team to develop budget projections and manage project budgets of up to $500k per project.

**Responsibility for Human Resources:**

The Senior Project Manager manages project teams of up to twelve technical and functional staff on a project-by-project basis.

**Impact of Decisions and Actions:**

The Senior Project Manager is responsible for the management of some of the largest information systems projects undertaken at the University of Victoria.

Collaborative involvement in decision-making has a major impact on the direction of programs and services beyond a division or faculty and a major impact on the University's services, resources and obligations. Objectives, direction and goals are set by the Senior Project Manager in consultation with senior management, senior university administrators, and senior technical experts within University Systems.

**Independence:**

The Senior Project Manager works independently, or as the leader of a project team, to formulate recommendations to the project sponsors and senior leaders in University Systems. The Senior Project Manager researches, plans, creates and implements new and enhanced functionality for IT systems and works with the senior stakeholders of technical and administrative areas to incorporate and integrate changes.

5. Summary of qualifications:

The Senior Project Manager requires an undergraduate degree in Computer Science/Engineering or Business Administration/Leadership and:
- at least 5 years of experience in administrative or technical project implementation and managing projects within a formal project management framework environment; and,
- at least 3 years of experience managing the development and/or implementation of enterprise software systems; or,
- have an equivalent combination of education, training and experience.

Valid Project Management certification and/or training (e.g. PMP, PRINCE2, Masters Certificate in Project Management) is required.

Knowledge requirements:
- Expertise within Project Management principles and methodology
- Administrative and technical functions and requirements of the relevant functional environments is critical

Skill and ability requirements:
- Strong leadership skills and demonstrated ability to motivate and sustain change during transition
- Superior communication skills, including verbal, written, presentation and training
- Strong problem solving, multi-tasking and organizational skills
- Ability to work independently to gather, analyze, and organize data, define problems and requirements, and recommend solutions
- Ability to build and maintain productive working relationships with all stakeholders, at all levels of the organization
- Excellent conflict resolution and negotiation skills
- Ability and willingness to be flexible and adaptable to changing priorities
- Proven ability to work effectively both independently and in a team based environment
- Ability to influence and persuade others and work collaboratively and cooperatively with colleagues in University Systems and other units at UVic to achieve goals

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<th>Employee's Signature:</th>
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