

Job Description

Job Title: Project Manager III, IT Operations
Reports to: Manager, Planning, Analysis & QA
FLSA Status: Exempt
Department: OSS

Summary:

This role will include all aspects of coordination, planning, communication and delivery of technology solution designs through collaboration with all technology teams.

Duties and Responsibilities:

Essential Duties and Responsibilities include the following but are not limited to:

Project Management (65%)

- Lead department and/or multi-department projects from inception using appropriate project management framework and methodology to benefit realization and control
- Manage Capital IT Operations Projects from funding approval through end user training
- Proactively monitors and ensures deadlines met, status documented and issues resolved relative to all technology efforts, including:
 - Ensures no slippage
 - Ensures appropriate action taken to meet or exceed all target dates for technology efforts
- Manage status reporting of all assigned projects
- Effectively manage implementation activities ensuring business objectives are successfully met
- Promote common understanding of project timelines, milestones, and reporting in order to align project stakeholders and team members.
- Ensure all phases of application, integration, regression and user acceptance testing are comprehensive, planned, organized and executed on schedule
- Confirm Program Development Controls are maintained within Sarbanes-Oxley (SOX) regulations

Project Planning, Delivery Management & Coordination (20%)

- Works with PMO to funnel strategic initiatives through group-wide technology joint design review board for impact assessment, staffing and design review & approval
- Liaises with Project Portfolio Management (PMO) to communicate LOE and status of design review process
- Works with PMO to determine prioritization and funding of new projects and allocation of resources to strategic initiatives
- Runs weekly design review board meetings, schedules design reviews and tracks status and deliverables related to design process
- Provides resource capacity reporting identifying gaps against targets

Resource Planning & Coordination (15%)

- Liaises with Project Portfolio Management (PMO) to communicate LOE and status of design review process
- Works with PMO to determine prioritization and funding of new projects and allocation of resources
- Coordinates with VPs and Managers across OSS for project staffing and to forecast project staffing levels

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General

- Project Management skills to ensure projects are identified, prioritized, scheduled, completed, and closed appropriately
- Listening and Observational skills, to understand what people say and what they might be hesitant to say
- Network and/or systems support background experience to better assist the technical teams in developing scope, requirements, validation and rollout requirements
- Analytical skills, to critically evaluate the information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a more general understanding, distinguish presented user requests from the underlying true needs, and distinguish solution ideas from requirements.
- Facilitation skills, to lead requirements elicitation workshops
- Technical Writing skills, to communicate information effectively in written form
- Organizational skills, to work with the vast array of information gathered during elicitation and analysis and to cope with rapidly changing information
- Interpersonal skills, to resolve conflicts among project team and/or project stakeholders
- Modeling skills, to represent process information in graphical forms that augment textual representations
- Strong organizational and planning skills
- Ability to work effectively with the senior management teams
- High degree of initiative and sense of urgency
- Strong impact and influence skills required for dealing with senior IT management team

Systems & Business Knowledge

- Strong understanding of IT planning and reporting concepts and specific policies and procedures.
- Basic awareness of relevant technology and related issues
- General knowledge of factors affecting business

The role will require the applicant to be focused, goal driven, and possess an obsessive attention to detail. Applicant must be a team player who can motivate as well as provide coaching as needed. Must be able to work under pressure, along with demonstrating solid time management skills and demonstrate a winning attitude.

Education/Experience:

- Bachelor's degree in MIS, CS or related field of study or equivalent experience in IT / software development and program/ project management is an asset
- Ability to meet project timelines to manage realization of project benefits and maintain downstream effect on project funnel, including creation of change management plans within the project timeline
- 1 – 3 years of Cable or telecom Industry experience
- PMP designation an asset

Working Conditions/Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- regularly required to talk and hear
- required to use hands to type, handle objects and paperwork
- required to reach and hold on to items at chest level or reach above the shoulder
- required to use close vision and be able to focus
- travel to other offices will be required on an occasional basis