

Job Description



Job Title:	Information Technology Governance Project Manager
Department:	Information Systems and Technology
Reports To:	Associate Vice-President, Chief Information Officer
Jobs Reporting:	None
Salary Grade:	USG 13
Effective Date:	July 2024

Primary Purpose

The Information Technology (IT) Governance Project Manager is responsible for leading and managing projects and/or programs identified by the IST leadership team, including program and project definition, processes, best practices, and methodologies. The Senior Project Manager focuses on both project management (70%) and IT governance (30%), ensuring both successful delivery of IT-related initiatives and development of strong internal governance practices. This role involves partnership development, communication, and collaboration with diverse internal and external stakeholders across various departments and the University, including and especially at senior administrative and academic levels. As a Senior Project Manager, the incumbent is expected to manage multiple streams of work related to Project Management and IT Governance simultaneously. Recognizing that this role reports to the Chief Information Officer, the incumbent will also speak on behalf of the CIO in IT Governance settings, including with senior university leadership.

Key Accountabilities

Leadership and Management:

- Lead and manage projects through initiation, planning, execution, and closure phases according to defined processes and methodologies.
- Develop, monitor, and control programs through definition, benefit delivery, and closure phases.
- Establish clear project/program objectives, benefits, scope, and success criteria.
- Work closely with the CIO in providing institutional leadership for, and oversight of, IT Governance structures, processes, and procedures

Communication and Collaboration:

- Ensure work in the Senior PM, IT Governance portfolio is aligned with University and department strategies and values.
- Create an environment of shared purpose and collaboration among project team members from across many units within the university.
- Facilitate effective communication to enable stakeholder engagement, buy-in, and information flow.

Resource Management:

- Direct and coordinate team members, ensuring appropriate allocation of resources to achieve agreed-upon project outcomes.
- Establish realistic plans to proactively manage risks, issues, tasks, schedules, and quality.

Procurement and Vendor Management:

- In partnership with Procurement, facilitate procurement processes where required, negotiate contracts, and ensure vendor compliance.
- Maintain project/program integrity and alignment with stated IST strategies.

Organizational Change Leadership and Continuous Improvement:

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- Lead and evolve appropriate change management throughout project/program lifecycles.
- Plan for and execute organizational change management and transition tasks to ensure success.
- Stay current with project and program management best practices through certification, research, and continuous learning.

Governance Practices:

- Establish and maintain strong governance practices for IT-related projects and programs.
- Work with IT Leaders across campus to create and align IT Governance structures to the needs of the university
- Represent the CIO in communications with clients and stakeholders throughout all project phases.

Risk Management:

- Incorporate risk management techniques to encourage buy-in to IT Governance processes
- Work in partnership with the Chief Risk Officer to align Risk Management structures to IT Governance

Consultation and Mentorship:

- Analyze existing projects/programs and IT Governance structures and implement opportunities for improvement.
- Mentor colleagues in IST, and IT across campus, in the area of IT Governance.
- Provide feedback and recommendations on behalf of the Chief Information Officer for project/program management processes, methodologies, roles, and responsibilities.
- Confidently tackle complex issues with senior leadership, project/program team members, and stakeholders.

Stakeholder Engagement:

- Engage appropriate stakeholders, particularly university senior leadership, to advance IT Governance projects and programs
- Demonstrate sensitivity to organizational concerns while advancing the work within the Senior PM, IT Governance portfolio

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree or equivalent post-secondary education and/or related experience, preferably within an IT discipline.
- Project management training/education required to stay current with best practices and trends.
- Project Management Professional (PMP) and/or Prince2 certification required.
- Business analysis (BA) and/or process skills and training an asset.
- Organizational change management expertise and/or training an asset.

Experience

- Firm understanding of IT, project and program management life cycles, and deliverable life cycles such as systems development, process, or service life cycles, preferably in higher education, government, or service environments.
- Experience using project management tools such as Jira Software, Microsoft Teams Planner, or MS Project.

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- Extensive understanding of IT Governance structures, both theoretical and applied in the Canadian higher education context.

Knowledge/Skills/Abilities

- Proficient to advanced knowledge of collaborative communication and documentation applications such as M365 Word, Excel, PowerPoint, and SharePoint.
- Proficient to advanced knowledge of remote meeting and collaboration tools.
- Proficient to expert experience with project scheduling tools for Gantt charts, resource management, task scheduling, and critical path analysis.
- Proficient experience with diagramming tools such as MS Visio for project documentation.
- Experience with project and portfolio software such as MS Project and Jira.
- This position requires working independently with minimal supervision, managing multiple and competing priorities in a dynamic environment.
- The PM must adapt tools and techniques based on the complexity and uniqueness of their assigned projects/programs and team culture to enable success.

Nature and Scope

- **Contacts:** External contacts may include software vendors, consultants, relevant government agencies, and representatives of other academic institutions. Internal contacts could include staff, students, and senior management across campus, depending on the project/program. Collaboration within and sometimes across projects with teams, managers, other PMs, sponsors and senior management. Nature of interaction varies across USG levels from exchanging information and coordinating activities to providing advice and guidance and/or influencing/motivating others. PM will work closely at all times with the Chief Information Officer at a senior/strategic level.
- **Level of Responsibility:** Incumbents are responsible for achieving success for their assigned projects by: Building effective, collaborative relationships with the sponsor, stakeholders, vendors, consultants, and project team members; Managing a project throughout its life cycle, including developing the project team(s) and preparing stakeholders for the change; Using appropriately scaled project management methodologies, processes and tools
- **Decision-Making Authority:** Accountable and responsible for decisions related to best practices and project management processes for assigned projects, coordinating and assigning work within assigned projects, and facilitating project decisions throughout the project life cycle to achieve successful project deliverable(s). Accountable and responsible for the escalation of any issues, risks, or concerns regarding assigned projects that are beyond the authority of the Project Manager to project governance, sponsors, and/or Manager. Accountable for presenting recommendations to be considered for escalated decision-making.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior position exposed to stress and pressure associated with a dynamic environment of changing priorities, tight deadlines and competing priorities impacting multiple stakeholders. Given the nature of projects, hours outside of the normal working hours may sometimes be expected. This position will be in contact with a wide variety of internal and external people at all levels of responsibility and must maintain excellent relationships. This requires excellent personal and communication skills.