

Job Description

Job Title:	Online Learning Project Manager
Department:	Centre for Extended Learning
Reports To:	Associate Director, Online Learning
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	Mar 2018

Primary Purpose

The Project Manager will help manage the development of online courses and instructional modules as part of a professional team within the Centre for Extended Learning (CEL). Projects are becoming increasingly complex with multiple staff, subject matter experts and stakeholders involved, including those from outside the institution.

The project manager will manage several multidisciplinary teams that include faculty and/or other subject matter experts, instructional designers, digital media developers and learning management system/quality assurance specialists involved in the design and development of Waterloo online credit and non-credit courses, as well as professional development training for external clients.

Key Accountabilities

Managing CEL Development Projects

- Defining, documenting, and managing the project scope and deliverables
- Creating and maintaining all project management documentation and oversight strategies (e.g., charters, timelines, schedules, work-breakdown structures, etc.)
- Establishing communication strategies within project teams and with external stakeholders (e.g., faculty members or external clients)
- Facilitating the resolution of bottlenecks and issues within project teams as they arise, and escalating the issue if it cannot be resolved within the team
- Ensuring the project is completed on time and on budget. The PM is responsible for tracking internal staff time and project expenditures
- The project manager will be responsible for an estimated 15-20 projects at any given time
- The project manager may assist in managing assessment and research to determine the effectiveness of project outcomes (e.g., course or training effectiveness).

Planning with the Associate Director, Online Learning, Learning Design Manager and Production Manager

- Through regular updates and meetings, appraise and report on both the overall health and progress of the projects
- Help assess the workload of the teams involved in course development and assist with new project scheduling and staffing

Continuous Improvement of Project Management and Production Management Strategies

- Establish project management practices within CEL.
- Initiate and conduct a review of current internal project management strategies
- Recommend strategies for improving PM strategies

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- Implement approved strategies (including managing process changes, documentation, and staff support for transitioning to new strategies)

Required Qualifications

Education

- Project management training required; PMP certification an asset
- Degree in education, educational technology, instructional design, or related field, at master level, or undergraduate level with post-graduate diploma or
- Certificate, plus corresponding experience
- Knowledge of instructional design, learning theory and online learning best practices
- knowledge of media production tools and strategies, and best practices

Experience

- 5 years' of strong project management skills and experience in an online learning, e-learning or instructional design related field
- Demonstrated experience and success in leading multi-disciplinary teams
- Success leading academic projects and working with academic stakeholders

Knowledge/Skills/Abilities

- Working knowledge of media development tools, e-learning tools, learning management systems, and their optimal application
- Ability to estimate e-learning development costs
- Proficiency in the use of electronic project management and online collaboration tools
- Excellent communication and interpersonal skills and demonstrated ability to work as part of a team
- Negotiation skills (for roles, timelines, project scope, differences of opinion, etc.)

Nature and Scope

- **Contacts:** regular contact with internal CEL team members (designers, developers, QA/LMS, support, management), internal Waterloo (academic and non-academic staff such as faculty, sessional instructors, department chairs and directors, Waterloo project managers in other departments)
- **Level of Responsibility:** Responsible for tracking and maintaining budget. Budgets for individual projects may range from \$10,000 to \$500,000, with total budgets at any one time potentially exceeding \$1,000,000. Responsible for management of projects and functional direction of staff working on projects with regard to progress of work would advise team when timelines necessitated a change in strategy or if pace of production was not fast enough
- **Decision-Making Authority:** Determines what is viable in terms of funding and time, and makes determinations of project health. The Project Manager's expertise and domain is project management. The PM would provide viable options to the team after assessing time and resources available; designers would choose best option based on their expertise and needs of the project
- **Physical and Sensory Demands:** ability to work under tight deadlines and potentially stressful situations, ability to keep the information and details from multiple projects straight, ability to juggle multiple, potentially competing priorities
- **Working Environment:** office based (open office environment), occasional travel (on campus, between campuses, off-site)