



Position Description – IT Project Manager

Division	Corporate Services
Portfolio	Information Services
Business Unit	IT Projects
Level	7
Reports To	Coordinator IT Projects
Prescribed Position	No

Position Objective

To provide a range of project management services to support the delivery of information and technology solutions that deliver business value.

This senior role within the IT Project team, leads IT projects across the organisation, including managing project teams and stakeholder engagement, providing project governance and change management, and monitoring and reporting on project outcomes to ensure they are delivered on time, within budget and to agreed quality standards.

With expertise in project management and change management, and experience with implementing IT systems and technology, the Senior Project Manager plays a pivotal role in delivering a range of digital transformation activities and projects for Council.

Be a positive, proactive and innovative member of the IT Projects team and foster an environment of collaboration and genuine teamwork.

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Key Responsibilities

Project Management

- Scope, plan and manage the delivery of a wide and complex range of IT-based projects across Council portfolios, to achieve customer and business outcomes, and meet the objectives of the IT Strategic Plan and Business Plans.
- Lead project teams by facilitating team involvement empowering and motivating team members and providing appropriate levels of coaching and mentoring.
- Monitor and manage project outcomes to ensure they are delivered on time, within budget and to agreed quality standards.

- Work with a wide range of stakeholders including executive, leadership team, elected members, subject matter experts and project teams to effectively manage all aspects of projects, including analysing business needs, procurement, testing and implementation, change management and training programs.
- Lead procurement processes, negotiation and vendor liaison to ensure quality business outcomes and consistency of service delivery.
- Apply advanced change management techniques to successfully implement and embed new processes and systems across the organisation and provide expert advice to other project leads on appropriate change management approaches.
- Liaise with external service providers, ensuring quality and consistency of service delivery, and facilitate the escalation of project issues between Council and vendors.
- Prepare concise, accurate and timely written documentation including Steering Group briefings, correspondence, and regular reporting.
- Contribute and support the Coordinator IT Projects to improve the program and project management capability and maturity.
- Prepare and manage project budgets, performance and financial reporting.

General

- Follow defined information management practices, policies and procedures for all records created and received.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- High level project management and project delivery skills.
- Excellent verbal and written communication skills, including presentation skills.
- Ability to identify innovative solutions to meet business needs.
- High level skills in relationship and stakeholder management; expertise in setting and managing customer expectations
- High degree of initiative and time management skills to achieve project deadlines.
- Demonstrated strategic thinking and problem-solving skills.
- Significant change management skills and ability to autonomously respond to a constantly changing environment and lead others through change.
- Advanced working knowledge of the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer requests, asset management systems and intranet.
- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviour consistent with the corporate values.

Knowledge

- Advanced understanding of implementing and administering large corporate applications and platforms.
- Expert knowledge of a range of project management methodologies and disciplines including agile delivery techniques and the ability to provide specialist project management advice to others.
- Excellent knowledge of customer experience strategies and principles.
- Sound knowledge of emerging and innovative technologies for local government.
- Comprehensive knowledge of contemporary approaches to continuous improvement, best practice, service standards and reporting.
- Knowledge of responsibilities in creating and maintaining Child Safe environments.

Experience

- Proven experience in the initiation, management and closure of large and diverse projects which impact multiple business units/functional areas, and a range of stakeholders at all levels across the organisation.
- Successful track record of identifying complex business needs and enabling technologies.
- Demonstrated experience in the management of a project team, including internal staff and contracted ICT professionals.
- Significant experience in driving change management and embedding new practices and systems into an organisation.
- Demonstrated experience in customer/stakeholder liaison and consultation to gather business, process and system requirements.
- Demonstrated experience in working with service providers to negotiate acceptable outcomes and agreed vendor obligations.
- Experience in the management of various phases of the business system development lifecycle.
- Service delivery experience in the implementation and support of third party and custom developed software applications and systems.
- Experience in the development and management of project budgets, project performance and financial reporting.

Qualifications

- Hold an appropriate tertiary qualification in Computing or Business Information Systems (or a related discipline) and/or Project Management (or equivalent demonstrated experience in these areas may be considered).
- PRINCE2 Practitioner, agile project management or equivalent project management certification.

Highly Desirable