

Information Technology (IT) Manager – Senior, Project Management Office (PMO)

SUMMARY

Information Technology (IT) Manager – Senior is an integral member of the PMO team, responsible for ensuring quality delivery of IT projects through day-to-day management of project managers and teams. Working closely with the PMO Director, s/he assists with development of best practices, processes, and policies to ensure alignment with the Department's strategy and goals. The IT Manager – Senior is responsible for the supervision of project managers to ensure all projects are delivered within the defined scope, quality, time, and cost requirements. S/he must possess strong leadership, negotiation, communication, relationship building, program and project management, and interpersonal skills.

The IT Manager – Senior is accountable for the day-to-day operations and actively oversees projects managed within the PMO. This position requires the direct supervision, coaching, and guidance of a team of project managers and is responsible for resource allocation and management. In addition, the IT Manager – Senior also directly manages select strategic projects as directed by the PMO Director.

The IT Manager – Senior assists the PMO Director with building an effective structure, improving the overall consistency, predictability, and efficiency of project delivery capability, and helping define key project performance metrics. Working closely with PMO Director, s/he helps define and implement detailed processes related to a PMBOK-based project lifecycle to ensure delivery according to plans and within budget. The IT Manager – Senior must effectively manage change and promote continuous improvement of project and program management related processes and tools.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Supports the project prioritization process by working with business units and IT teams.
- Assists the PMO Director with the design, development, and implementation of the PMO Operational Model, using a PMBOK-based project lifecycle standard for project implementation and development of key performance indicators to monitor project status, budget, timeline, and customer satisfaction.
- Attends meetings and conduct team meetings on a regular basis.
- Coaches, mentors, and develops training programs related to project management practices for team members serving in the role of project manager for IT projects.
- Contributes to the continuous improvement of governance processes and ensures all processes are integrated with the overall governance structure.
- Creates and publishes portfolio / program / project health reports / metrics.
- Tracks and publishes portfolio and project return on investment.
- Develops policies, processes, procedures, standards, and guidelines for the IT Division's PMO.
- Directly manages select strategic enterprise-wide programs / projects as directed by the PMO Director.
- Hires, retains, and develops knowledgeable, experienced, and professional project management staff.
- Leads the IT Division's team of eleven (11) project management professionals, mentoring, coaching, and providing guidance in all facets of the project management discipline.
- Mentors team members to further develop their project management skills and succession planning.
- Manages project needs and provides project management services in support of Department's objectives by managing resource capacity constraints, risk exposure, and interdependencies across the project portfolio.
- Plans for and facilitates the monthly Management Advisory Committee (MAC) meeting.
- Provides oversight of the project management methodology and best practices throughout all project phases to ensure quality, timeliness, and efficiency of project management services.
- Recommends best practices and shares lessons learned across programs/projects.
- Introduces, implements, and maintains tools to make the project management team more successful and efficient.

- Reviews the quality and readiness of team deliverables.
- Assists project managers in the preparation of gate reviews and program escalations.
- Ensures project and program documents are complete, current, and managed appropriately.
- Evaluates project / program change requests in a timely manner and helps drive team members to decisions.
- Reviews projects and generates objective, accurate and well-articulated project health assessments for distribution to senior and executive management.
- Supports the PMO by conducting individual project reviews to assess overall project quality and compliance with PMO mandates.
- Works with PMO and business unit leaders to assign project managers and prioritize projects while managing supply and demand needs for project managers, as well as proactively managing resource capacity planning needs.

EDUCATION / EXPERIENCE

A bachelor's degree in management information systems, computer science, information technology, or other related discipline. PMP certification or equivalent project manager certification or training. Five (5) to seven (7) years of management experience as a PMO lead, portfolio manager, or program manager with advanced knowledge and understanding of systems development and project delivery methodologies. Five (5) to seven (7) years in a leadership position in a dynamic / complex environment. A minimum of seven (7) years project / program management knowledge and experience. Proven experience utilizing a structured project management methodology in the delivery of projects / programs to internal stakeholders with successful project outcomes. Experience with PMO organizational structures including best practices. Significant project management experience at an enterprise / organization-wide level. Experience managing project managers through all phases including planning, cost management, resource management, communications, and quality measurement. Demonstrated understanding of governance processes and business justification techniques.

Master's Degree or other advanced degree and experience in public sector are a plus.

SKILLS

This position requires the following.

- Ability to build trust and teamwork in difficult situations across all departmental boundaries.
- Ability to handle multiple tasks and meet deadlines.
- Ability to influence and direct team members across various functions, at all levels in the organization in order to accomplish the Department's goals and objectives.
- Ability to maintain professional composure in all situations.
- Ability to manage people in a dynamic environment.
- Ability to quickly and easily adapt to changing priorities.
- Advanced knowledge of project management methodology.
- Advanced understanding of software development lifecycle methodology.
- Aptitude for leadership with demonstrated creativity, flexibility, initiative, and problem solving.
- Demonstrated ability to display and promote high standards of ethical conduct and behaviors consistent with departmental and government standards.
- Excellent analytical and creative problem-solving skills.
- Excellent customer service skills.
- Ability to work in a team-oriented environment, manage competing demands, resolve conflict(s), and change approach or method to best fit the situation.
- Excellent facilitation skills.
- Ability to develop relevant meeting agendas in support of addressing clear business objectives.

- Ability to ask questions to generate meaningful discussion and clarify outcomes, while keeping team members and meeting schedules on track.
- Excellent interpersonal skills with proven ability to communicate technical ideas to non-technical people.
- Ability to approach others in a professional tactful manner, react well under pressure, accept responsibility for own actions and follow through on commitments.
- Excellent leadership skills, with the ability to exhibit confidence in self and others, accept feedback, and give appropriate recognition.
- Excellent organizational and planning skills.
- Excellent time management skills and organization skills.
- Ability to deal with frequent change, delays, or unexpected events.
- Excellent verbal and written communication skills, including the ability to interpret and exchange complex technical or professional information and build consensus.
- Experience with a variety of development methodologies including Waterfall and Agile.
- Flexible, collaborative, and team-oriented approach to getting things done.
- Intermediate skill level using Microsoft Office software, including Word, PowerPoint, Excel, Project, and Visio.
- Outstanding communication skills, including the ability to articulate, verbally and in writing, ideas, concepts, thoughts and perspectives in a clear and concise fashion to a variety of audiences, at various levels throughout the organization.
- Proponent for change, while applying best practices in organizational change management.
- Proven track record in preparing and effectively delivering presentations and training sessions.
- Strong interpersonal, communication, analytical, negotiation, planning, and presentation skills.
- Strong leadership skills, with a focus on applying a coaching and mentoring approach to managing staff, as well as a strong customer service orientation.
- Strong technical / functional understanding of project and portfolio management tools, such as Microsoft Project, SharePoint, and Planview.
- Strong written and verbal communication skills, including the ability to facilitate meetings and effectively lead white-board sessions with capturing pictorially key concepts.

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