Classification	Administrator
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Pay Group:	11

MANAGER, DIGITAL TECHNOLOGY SERVICES, DIGITAL TRANSFORMATION OFFICE

JOB RESPONSIBILITIES

Reporting to the Director, Digital Transformation Office and Cybersecurity, Digital Technology Services and a part of the Associate Vice President (AVP) Digital Technology Service's (DTS) leadership team, the Manager, Digital Transformation Office (DTO) leads the DTO team that provides strategic initiative planning, project management, project support and reporting services for digital transformation projects across the university.

This role will have the opportunity to influence and drive lasting efforts in the University's digital transformation, with significant student and employee impact through the planning, organizing, monitoring, and controlling of multiple large and complex digital technology projects.

The role requires a strong focus on building and maintaining relationships across the university and externally with vendors and sector colleagues.

KEY RESPONSIBILITIES

- Develop and maintain a governance structure for digital technology projects. This includes ensuring that the Technology Steering Committee has the appropriate level of information to make informed decisions for the yearly and quarterly project approval cycle.

- Review, update and create briefing notes and business cases with the university community to support the request of digital technology projects and funding.

- Review, update and create project change requests (PCR) submitted for approvals to the technology steering committee that result in project scope, budget, schedule or quality changes.

- Manage and coordinate digital technology assessment requests that have been made by the business, academic, faculty and student services.

- Develop, manage, and maintain an inventory of digital technology projects and artifacts.

- Develop, manage, and maintain a standard gated project lifecycle that supports the different types of digital technology projects at the university.

- Develop and maintain project guidelines, standards and processes that support the successful delivery of digital technology projects at the university.

- Develop and maintain system development lifecycle (SDLC) methodologies that are appropriately selected to deliver successful digital technology projects at the university.

- Develop and maintain a standard set of project templates and tools to be used to deliver all digital technology projects at the university.

- Perform resource levelling and management against shared resources across multiple projects and operations work in collaboration with other DTS managers, ensuring conflicts are resolved in a timely manner.

- Develop, maintain, and manage the onboarding material and onboarding to the project lifecycle, methodologies, guidelines, standards, policies, processes, tools and templates of internal and external project management, business analysts, systems analysts, functional consultants and other consultant professionals.

- Conduct regular reviews and audits of projects ensuring continued justification of the initiatives.

- Coordinate project change request process that impacts project scope, budget, schedule and quality to ensure that it receives the appropriate approvals.

- Perform project audits to ensure compliance with project standards, processes, tools and best practices established in the department.

- Develop, maintain, and manage change management methodology to support the delivery of the technology change to the university community. This will include communications, training and transition to operations environments.

- Develop, maintain, and manage project risk management plans to identify, assess and mitigate risks associated with digital technology solutions.

- Develop, maintain and audit a knowledge library consisting of all project artifacts including best practices, lessons learnt and evaluations.

- Lead and provide project management support to key, complex initiatives, ensuring that these projects adhere to strong project management guidelines.

- Establish and manage the source of truth system for digital transformation projects.

- Maintain a project register that provides details of all inflight and backlog of digital technology projects.

- Reports against project progress and project financials across all digital projects being performed in the digital technology services portfolio.

- Create and distribute project reporting on critical/high priority/cost/impact initiatives.

- Review lessons learnt artifacts and create a feedback loop into improving project management processes established in the DTO

- Lead and develop a high performing work team by fostering accountability, initiative, and skill development.

- Build working relationships and partnerships across the institution, providing expert advice on initiatives and methodologies, and engaging with external communities of practice.

- Participate in different committees to guide the project intake prioritization & planning processes.

- Participate in managing vendor relationships, including development of RFPs, evaluation of proposals, and management of vendor performance, support agreements and licensing.

KEY COMPETENCIES

- Job knowledge: knowledge and experience with project management methodologies and best practices, including Traditional, Agile, Lean, Critical Path Method, SCRUM, Rapid Prototyping

- Service focus: understands the role of technology and how change affects teams and processes.

- Result oriented: feels personally committed and accountable to deliver results quickly, accurately and effectively; uses thoughtful judgement when responding to situations that are not going well and uses foresight to overcome obstacles.

- Initiating action / taking initiative: embraces a continuous improvement mindset in an ongoing effort to improve services and processes; readily acts consistent within departmental or University objectives; volunteers readily and takes independent actions when appropriate.

- Leadership and supervisory abilities: encourage and supports cross-functional, high-performing teams; attracts and selects the best talent; coaches and inspires people; sets expectations, recognizes achievement and proactively manages conflict.

- Employee development: achieve desired organizational results by encouraging and supporting the contribution of others; modeling positive leadership behaviours, including integrity, honesty, a sense of urgency and leading by example.

- Problem solving and decision making: ability to understand complex systems and processes and find diverse solutions to stubborn problems; makes clear, consistent and transparent decisions; acts with integrity in all decision making.

EDUCATION/TRAINING AND EXPERIENCE

- 7+ years of relevant professional experience, with 5 years in a project management role with direct responsibility for project delivery, preferably in the public sector.

- A bachelor's degree

- PMP certification

- Demonstrated experience with Traditional and Agile frameworks

- Demonstrated experience with System Development Lifecycle Methodologies

- Demonstrated experience in developing project standards, guidelines, best practices, tools, and templates

- Experience implementing large, transformational technology systems including ERP, CRM and Office 365

- Completion of a criminal record check.