Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Finance	Team Lead – Project Management Services	
Position Number	**Community**	**Division/Region**
15-15389	Yellowknife	Application Services/ HQ

PURPOSE OF THE POSITION

The Team Lead - Project Management Services leads the project management practice within the Information Systems Shared Service. The Project Management team delivers technology enabled business projects ensuring risk, quality and execution is managed to organizational standards, and ensures projects are completed on time, on budget, to quality standards and within agreed scope.

SCOPE

Located in Yellowknife and reporting to the Manager of Solution Services, the Team Lead for Project Management Services has overall responsibility for the delivery of project management services. Services are delivered on behalf of all GNWT departments through a team of 5 expert and seasoned project managers, augmented through contracted resources when necessary. Projects and initiatives range from simple to extremely complex, costing upwards of $3M and have significant organizational financial and reputational risk.

The incumbent is the foremost expert on project management and ensures the effective execution of information system development and implementation projects to meet identified business needs by acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality. The incumbent leads the adoption and adaptation of project management methodologies based on the context of the project and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

The position works under general direction within a clear framework of accountability, exercising substantial personal responsibility and autonomy. The incumbent plans their own work and the work of others to meet given objectives and processes.

The position influences clients, suppliers and partners at the Senior Manager, manager and officer levels. Has responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism; makes decisions which influence the success of projects and team objectives; collaborates regularly with team members, users and clients; and engages to ensure that user needs are being met throughout.

Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues affecting project execution and delivery.

The incumbent fully understands the importance of security and privacy to their own work and the operation of the organization. Seeks specialist security and privacy knowledge or advice when required to support their own work or work of immediate colleagues.

RESPONSIBILITIES

1. **The provision of Project Management services.**
   - Uses and recommends project control solutions for planning, scheduling and tracking projects.
   - Sets up and provides detailed guidance on project management software, procedures, processes, tools and techniques.
   - Supports project control boards, and quality review meetings.
   - Provides basic guidance on individual project proposals.
   - May be involved in aspects of the continuous improvement strategy by providing a cross program view on risk, change, quality, finance or configuration management.

2. **Documents, plans and ensures the successful completion of complex projects (typically with significant business, political, or high-profile impact, and high-risk dependencies).**
   - Adopts and adapts project management methods and tools, selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.
   - Ensures that effective project control, change control, risk management and testing processes are maintained.
   - Monitors and controls resources, operations and maintenance costs and capital costs against the project budget and manages expectations of all project stakeholders.
   - Effectively monitors and maintains financial records and tracking of project budgets and component costs.

3. **Oversees the management of contracts and 3rd party vendors / suppliers.**
   - Oversees and measures the fulfillment of contractual obligations.

- Uses key performance indicators (KPIs) to monitor and challenge performance and identify opportunities for continuous improvement.
- Develops strategies to address under-performance and compliance failures, including application of contract terms.
- Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences for the business and/or the procurement element of programmes/projects.
- Negotiates variations and seeks appropriate authorisation.
- Actively supports and engages with experts and stakeholders to ensure continuous improvements are identified through review and benchmarking processes.
- Develops and implements change management protocols.

4. **Supervises individuals and teams.**
   - Allocates routine tasks and/or project work.
   - Provides direction, support and guidance as necessary, in line with individuals' skills and abilities.
   - Monitors progress against agreed quality and performance criteria.
   - Acts to facilitate effective working relationships between team members.

WORKING CONDITIONS

Physical Demands

Typical office setting, no unusual physical demands.

Environmental Conditions

Typical office setting, no unusual environmental conditions.

Sensory Demands

Typical office setting, no unusual sensory demands.

Mental Demands

This position undertakes work on which there is extremely high expectations for quality and timely completion of initiatives. The lead and their team will be under intense pressure to deliver projects leveraging resources which are not under their direct control (including staff from other Departments). Travel to regional and vendor offices may be required from time to time.

KNOWLEDGE, SKILLS AND ABILITIES

- Expert knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK);
- General knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBM) Business Analysis Body of Knowledge (BABOK Guide);

- General knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile);
- Working knowledge of software development methods, practices and processes;
- Knowledge of standard budgeting and accounting concepts and techniques;
- Thorough understanding of other recognized generic industry and specialist bodies of knowledge as necessary
- Thorough knowledge of the Government of the NWT and is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others.
- Ability to rapidly absorb new information and applies it effectively.
- Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences
- Proven ability to effectively facilitate collaboration between stakeholders who share common objectives.
- Ability to maintain an awareness of developments in the industry and select appropriately from applicable standards, methods, tools and applications, taking responsibility for driving own development.
- Knowledge of IT service management concepts such as those described in ITIL;
- Proven ability to implement standard project management concepts;
- Experience with project management and project portfolio management software and tools;
- Ability to assesses and evaluates risk leveraging guidance from ISO 31000;
- Proven ability to lead teams including coaching, motivation and performance management.

Typically, the above qualifications would be attained by:

Completion of an undergraduate degree in computer science, management information systems or business with 5 or more years of directly relevant and progressive experience including 2 years working as a senior project management role delivering complex technology enabled projects.

ADDITIONAL REQUIREMENTS

Position Security (check one)

☒ No criminal records check required
☐ Position of Trust – criminal records check required
☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

☐ French required (must identify required level below)
    Level required for this Designated Position is:
        ORAL EXPRESSION AND COMPREHENSION
            Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
        READING COMPREHENSION:

Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐

☐ French preferred

Indigenous language: Select language

☐ Required
☐ Preferred