



IDENTIFICATION

Department	Position Title	
Finance	Senior Project Manager, Client IT Infrastructure Projects	
Position Number	Community	Division/Region
15-11465	Yellowknife	Technology Service Centre

PURPOSE OF THE POSITION

The Senior Project Manager, Client Information Technology (IT) Infrastructure Projects is responsible for leading large scale IT infrastructure projects for the Government of Northwest Territories (GNWT) Departments. The position is the senior project manager and Client advocate within the Technology Service Centre (TSC) and is accountable for all phases of the project, from inception through implementation, to evaluation and continued operations.

Services are provided in accordance with a framework of operating procedures and guidelines established within the TSC, and with standards developed by the Office of the Chief Information Officer (OCIO) or by a GNWT Standards Committee.

SCOPE

Located in Yellowknife and reporting to the Client Services Manager, the Senior IT Project Manager, Client IT Infrastructure Projects is one of three managers who are accountable for ensuring an optimal working relationship between the TSC Division and GNWT departments, boards, or agencies that receive technical support under the TSC mandate (approximately 5,600 employees).

In this role, the Senior Project Manager, Client IT Infrastructure Projects is responsible for pro-actively understanding each assigned department's business plans with respect to Information Systems, sharing this understanding with other staff in the TSC to determine how these plans will impact services and resources, and coordinating the effective delivery of TSC infrastructure and support services to assist departments in achieving their business results.

The incumbent has primary responsibility to manage the project tasks, dates and deliverables for project work being performed primarily by other TSC staff and for understanding the



business requirements that determine the need for various IT services and IT support. The position will have an in-depth understanding of all TSC service offerings and is responsible for identifying and meeting critical success factors and other metrics related to the successful completion of departmental projects. This will require analysis for technical and business requirements as well as budget considerations to deliver a successful departmental project.

This includes but is not limited to defining project scope and technical requirements including information, service and data needs, new hardware and software, major system upgrades, process improvement initiatives, and pilot projects related to TSC IT services. The incumbent leads, develops plans, analyzes, evaluates, and provides status on projects, and assigns priorities to project phases, tasks and deliverables.

The Senior Project Manager, Client IT Infrastructure Projects will be responsible for liaison with departments, boards, and agencies as assigned by the Client Services Manager. The incumbent needs to engage in a mutual partnership with departments, providing advice and guidance in addition to bringing departmental requirements to the TSC in support of realizing departmental strategic objectives.

RESPONSIBILITIES

1. The Senior Project Manager, Client IT Infrastructure Projects is accountable for applying sound project management practices and tools to manage and successfully deliver multiple Client projects requiring TSC infrastructure and support services.

- Provide input, feedback, and advice for the development and updating of the Project Charter as developed by the Client Department as a Sponsor.
- Manage, schedule, and prioritize Client Department projects with other TSC staff, and Department contacts, including third parties.
- Develop, document and monitor TSC project plans (including but not limited to scope, objectives, approach, staffing, deliverables and key milestone dates and detailed work breakdown structure).
- Ensure milestones are being met and that the impact of any schedule change is reflected in project plans and communicated to TSC Management.
- Identify, document and track issues and action items throughout the project lifecycle.
- Facilitate the assessment and resolution of all project issues.
- Lead and document a risk management assessment including risks, mitigation plans and ongoing risk monitoring and execution.
- Develop communication plans and work with TSC Communications staff to execute them.
- Create and communicate regular status reports to TSC and Client project team members, Client Services Manager and other key stakeholders.



- Provide strategic advice and/or input, and engage other TSC staff as appropriate to develop, issue, evaluate and award RFP's (Request for Proposals) for third party deliverables when required.
- 2. Analyze, validate, and ensure completeness of the business requirements with stakeholders, negotiate scope changes, and track the status and ongoing alignment of business requirements and system solutions:**
- Engage with Client project team, stakeholders, (and sponsors as required) to develop TSC IT scope and deliverables and common expectations.
 - Provide guidance and make recommendations to departments on IT-related aspects of departmental projects, e.g., platforms, network considerations, development/testing options.
 - Manage and track the status of business and technical requirements throughout the project lifecycle to ensure deliverables align with agreed upon scope.
 - Manage scope creep with the Project Team by enforcing rigorous change management procedures.
 - Continually assess the organization and environmental factors that could impact a project.
 - Incorporate collaboration tools (e.g. share point) and technology to enable teamwork in business requirements and solution delivery process.
- 3. Client advocate within TSC and proactively work with Client Departments, Boards and Agencies to understand their strategic plans and to build and maintain a mutually beneficial relationship.**
- Collaborate with Client Departments to understand upcoming information systems projects and strategy; and identify the impact e.g., additional capacity, functionality, support, or services on the part of the TSC.
 - Lead work sessions with internal TSC staff to develop mutually acceptable IT solutions.
 - Communicate the business value of IT services provided by TSC, including responding to departmental queries regarding TSC Chargeback, network performance, TSC services, etc.
 - Advocate for the Client Department's business requirements in the TSC incident/problem escalation process.
 - Negotiate with Client Departments and TSC colleagues to resolve project obstacles including but not limited to scope creep, schedule changes, issues and risks.
 - Communicate planned TSC infrastructure or service changes and coordinate and manage any impacts with the Client Department.
 - Provide input and feedback to TSC Service Level Agreements (SLAs) and to the TSC Service Catalogue.



- Analyze and interpret monthly service level reports and/or metrics for Client Departments and TSC management and meet periodically with each department to review them.
- Communicate issues and/or outages regarding TSC infrastructure or services and communicate status and/or resolution in a timely manner.

4. Participate in Information Technology Infrastructure Library (ITIL) processes being used throughout the TSC, and ensure that representatives of assigned departments, boards, and agencies understand the information or requirements related to these processes.

- Provide input to specific ITIL processes, for example Capacity Management and Financial Management.
- Demonstrate an understanding of ITIL processes, and use information derived from the implementation of processes such as Service Level Management, Availability Management, and Problem Management.
- Work with department representatives to ensure that they understand the role of departmental staff in ITIL processes such as Change Management and IT Service Continuity Management.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of computer technology and information systems.
- Knowledge of and an ability to adhere to established project management standards and methodology.
- Understanding of business requirements and information systems.



- Knowledge and skills regarding Client Service best practices, including service level agreements.
- Project management skills, with expert knowledge and an ability to implement established project management methodologies for complex multi-stakeholder projects, thereby ensuring effective planning, implementation, monitoring and evaluations activities occur.
- An ability to participate, and lead project teams through all phases of a project (from initial concept through development, implementation, and evaluation).
- Ability to conduct business analysis and match business requirement to IT infrastructure capabilities.
- Ability to interact effectively with other individuals and groups, including the ability to accurately listen, understand and respond appropriately and effectively when interacting with individuals and group.
- Ability to work within a long-term perspective in addressing client's problems. This may include trading off immediate costs for the sake of the long- term relationship. Considers long-term benefits for clients.
- Ability to negotiate project approach, deliverables, and deadlines with client departments and with TSC staff.
- Ability to anticipate and prepare for specific opportunities or problems that are not obvious to others. This includes taking action to create an opportunity or avoid future crisis (looking ahead 3 - 12 months or more).
- Problem solving skills.
- Ability to produce articulately written documents which are comprehensive.
- Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A bachelor's degree in computer science or business administration with 3 years of experience in IT project management.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Project Manager certification is an asset.

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