



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Project Manager, Information Technology

POSITION SUMMARY

Reporting to the information technology (IT) operations manager, the project manager, IT, will work with College business system related projects, which will vary in size, duration, and complexity. The position is responsible for the successful planning, implementation, and handover of each project to operations and end users, including the facilitation of organizational change management.

We are looking for a service-oriented leader and an expert communicator, who has a strong bias for team collaboration, attention to detail and milestones, and effective systems implementation with higher adoption rate and end user satisfaction. The ideal candidate is an efficient, driven, and detail-oriented person who strives for quality and improvement, and is passionate about building great solutions using best practice methodologies.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- build relationships with all levels of the organization to achieve organizational, strategic, and project-specific goals
- engage and manage third party vendors
- develop and maintain a broad understanding of the College's business, services, and stakeholders
- develop a solid working knowledge of the College's core business functions and the key technology platforms
- understand why a specific potential project is needed and write up business cases
- convey business cases to project goals and approach
- write engaging project charters, and plan and clearly define scope, schedule, budget, quality, risks, project assumptions, constraints and dependencies
- proficiently define a WBS, develop the WBS, and manage the schedule
- effectively engage, motivate, and manage the project team to ensure delivery of the project tasks

- proficiently lead and deliver all aspects of the project life cycle, ensuring quality, thoroughness, and completeness of the project delivery
- manage and make decisions and/or recommendations related to project scope, budget, cost reporting, timeline, and resourcing
- develop and track project budget and justify, write, and manage change orders
- be knowledgeable with project team resource allocation, deliverables and schedules, and timely quality delivery of project commitments
- be the accountable point person for project delivery and project communications, including project status reports as well as periodic update presentations to senior management and other stakeholders
- identify and manage project issues and risks, and lead conflict resolution
- facilitate, drive and support organizational change management; including defining and managing required communications, training, and organizational change management activities
- transition new processes and systems to operations, including the facilitation of operational handoff activities and post-implementation support
- ensure compliance and alignment with all applicable policies, guidelines, and processes
- perform other duties, functions, and responsibilities as assigned

SKILLS AND QUALIFICATIONS

Required skills and qualifications include the following:

- a minimum of three to five years of progressively responsible experience in a technology project management and reporting role within a complex organization
- bachelor's degree in business administration, science, engineering, management information systems, software development, project management or related field, or an equivalent combination of experience, education and skills.
- project management professional (PMP) designation would be an asset
- certification, coursework/training or experience with organizational change management will be considered an asset
- demonstrated experience with complex projects and multidisciplinary project teams
- natural leader who fosters a friendly, team-oriented workplace where employees work safely and productively together
- expert communicator with strengths in collaboration and relationship building who maintains a healthy, open, and trusting workplace with integrity and accountability
- expert knowledge of system development lifecycle, project management best practices, and methodologies (waterfall, agile, scrum, rolling wave)
- experienced with the request for proposal (RFP) process and outcomes
- ability to work with senior stakeholders and drive project progress

- proven ability to lead and motivate in a team-oriented, collaborative environment
- excellent interpersonal and communication skills (both written and verbal), including presentation skills and report writing
- exceptional service orientation, and the ability to present ideas in business and user-friendly terms
- experience in problem solving, change management, financial management, and risk management
- self-motivated, hands-on, and self-directed
- detail-oriented with demonstrated ability to meet deadlines, manage multiple priorities and work effectively under pressure
- strong technical background, including experience working with developers
- passionate about implementing effective business processes and building great systems
- proficient with MS product suite, including: Word, Excel, Visio, PowerPoint, Project

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly-talented employees. We offer an excellent working environment, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about/careers/employment-opportunities>.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.