

Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00670	Pay Grade:	11
JD Title:	Project Coordinator (II)	JD FTE Hours:	35
Job Family:	IT		

General Description

The Project Coordinator (II) manages multiple concurrent complex projects to meet quality, budget and time objectives. Delivers high quality outputs in compliance with agreed time and budget constraints and to the satisfaction of clients and stakeholders. Assist and support Senior Project and Program Managers in the planning and implementation of institution wide programs. Acts as a technical and consulting resource to various University departments and units with respect to the planning, implementation, and maintenance of information technology projects. Assists and, where necessary, leads stakeholders in defining business processes, developing realistic goals and ensuring implementation is done with a smooth transition to the ongoing business operations. Provides lead hand supervision to a team of Program Coordinators.

Representative Duties & Responsibilities

- Lead walkthroughs and reviews of new project plans, stakeholder communication, documented success criteria and risk mitigation strategies.
- Coach and mentor junior staff in order to ensure a highly motivated and technically competent team.
- Act as an on-site team lead responsible for planning, coordinating, and scheduling work assignments to ensure the completion of assigned projects.
- Evaluate work product to ensure adherence to established functional and operational specifications.
- Conduct in-depth client interviews to determine scope, priority and constraints of business needs.
- Manage work assignments of internal staff and schedule and monitor adherence to procedures, protocols, and standards.
- Own clarification, rationalization and documentation of project requests.
- Approve production migrations according to project involvement.
- Partner with the Technical Team to maintain the information technology issues database, create new issues and tracking the status of open issues.
- Work with Program Manager to ensure alignment between program and individual projects.
- Ensure that departmental knowledge base is updated with new features and functionality implemented by projects.
- Participate in the development of capital project charters and cost justifications.
- Serve as primary contact point with the user community.
- Responsible for integration and release management.
- Manage multiple concurrent projects.
- Develop and maintain project plans, prepare project status reports and keep management, clients and other project stakeholders informed of the status.
- Organize and conduct start-up sessions to communicate requirements and project plans, and to initiate team building.
- Accountable for leading and managing all aspects of the project from inception to analysis and development, to production acceptance and post implementation reviews including related infrastructure requirements such as security and hardware.
- Work with stakeholders and department staff to define project components that must be completed to ensure the overall project goal is achieved.
- Work with all project stakeholders to obtain buy in and sign off to deliverables, time lines and implementation methods.
- Develop and manage project budget, time lines and milestones for presentation to senior management.
- Track and report on project progress between milestones.

Representative Duties & Responsibilities

- Identify and select development strategies to maximize the efficiency and effectiveness of project work while maximizing negative impacts on stakeholders such as managing project and task dependencies so they work together for both the business and technology strategic plans.
- Ensure proper setting of priorities, problem resolution and incorporation of changing events and conditions into the project from business, technical and political perspectives.
- Ensure that project work occurs within established budgets and time lines and communicate all issues or problems to management and all stakeholders.
- Manage change and its effects on project resources.
- Manage problems that arise in the course of projects.
- Receive and respond to time critical issues.
- Plan, coordinate, and schedule meetings for effective user groups, focus groups, and advisory boards.
- Ensure that all project work is effectively integrated into current systems and, where possible, any current production problems are addressed.
- Investigate, evaluate, and recommend improvements that may be required to business practices, their applications systems, and supporting computing technology.
- Create and manage budgets and schedules.
- Ensure that projects meet specified functionality requirements.
- Manage all phases of testing including, but not limited to, system, integration, acceptance, regression, and performance.
- Develop and maintain information technology process flow, methodology, and control documentation.
- Assist with the development of project proposals and estimates.
- Facilitate effective dialog between the user community and technical staff.
- Take ownership of functional issues by identifying underlying problems, analyzing potential solutions and implementing system resolutions, including workarounds.
- Work with the development team to determine technical approaches and technical risks for project testing.
- Work closely with testing team members to ensure that requirements are testable.
- Prepare and assist other testers with the creation of test cases.
- Identify and manage defects identified during all phases of a project.
- Review test cases created by the testing team members to ensure that the test cases adequately define the business processes.
- Resolve problems in the test, production implementation, and post-implementation phases in coordination with other technical and business groups.
- Develop simple queries using basic Business Intelligence tools.
- Review systems, processes, and information and provide recommendations to others.
- Liaise between the technology and support teams.
- Communicate testing results to other stakeholders.
- Facilitate effective dialog between technical staff.
- Interact with and exchange information with colleagues.
- Follow a test script and document defects.
- Prepare and review recommendations and other project initiation documents.
- Prepare and review end user and operations documentation, training materials, and timelines.
- Maintain information technology process flow, methodology, and control documentation.
- Plan, schedule, and monitor own work within short time horizons.
- Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
- Understand and use appropriate methods, tools, and applications to complete work tasks.
- Demonstrate a rational and organized approach to work and identify development opportunities.
- Absorb technical information when it is presented systematically and apply it effectively.
- Use measurement methods to monitor progress toward goal attainment, tenaciously working to meet or exceed those goals, while deriving satisfaction from the process of goal achievement and continuous improvement.
- Ensure that the internal and external customer perspective is a driving force behind decisions and activities.
- Follow service practices that meet customers' and University needs.
- Interact with others in a way that gives them confidence in one's intentions and those of the University.
- Work collaboratively with others to achieve departmental and institutional goals. Actively participate as a member of a team to move the team toward the completion of goals.
- Perform a range of varied work activities in a variety of structured environments.
- Engage in multiple initiatives simultaneously.

Representative Duties & Responsibilities

- Apply and enforce department change control policies and procedures.
- Acquire and maintain a basic understanding of Business Intelligence and Data Warehousing principles.
- Read and understand complex Business Process Diagrams and develop basic (Level II) models.
- Remain current with relevant development and project methodologies.
- Remain current with security policies and procedures and work with System Administrators to implement security changes.
- Remain current with the different levels of testing and develop simple use cases and test scripts.

Supervision

- Provide lead hand supervision and is responsible for the quality and quantity of work of others.

Qualifications

- Bachelor's degree in Computer Science, Business, or a related field of study.
- Requires 5 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to process documents, enter data into databases, and maintain accurate records.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information, word processing routine documents such as correspondence and reports, and inputting data in databases and spreadsheets.
- A typical work day consists of up to 2 hours of moderate mental effort for activities such as:
 - Developing and maintaining project plans, preparing project status reports and keeping management, clients and other project stakeholders informed of the status.
 - Organizing and conducting start-up sessions to communicate requirements and project plans, and to initiate team building.
 - Working with stakeholders and department staff to define project components that must be completed to ensure the overall project goal is achieved.
 - Working with all project stakeholders to obtain buy in and sign off to deliverables, time lines and implementation methods.
- A typical work day consists of greater than 3.5 hours of high mental effort for activities such as:
 - Leading walkthroughs and reviews of new project plans, stakeholder communication, documented success criteria and risk mitigation strategies.
 - Leading and managing all aspects of the project from inception to analysis and development, to production acceptance and post implementation reviews.
 - Identifying and selecting development strategies to maximize the efficiency and effectiveness of project work.
 - Identifying and managing defects identified during all phases of a project.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently deals with multiple projects and simultaneous deadlines.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00670	Pay Grade:	11
JD Title:	Project Coordinator (II)	Total Points:	656
Job Family:	IT		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	5.0	105
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.5	17
	4. Interpersonal Skill	4.0	54
	5. Education and Experience	E4	104
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	5.0	100
Responsibility	9. Planning and Coordination	5.0	82
	10. Responsibility for Others	3.0	55
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	4.0	93
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5