

Job Description

(For Positions in UNIFOR Local 5555, 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.

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| JD #: | JD01286 | Pay Grade: | 11 |
| JD Title: | Project Coordinator (II) | JD FTE Hours: | 35 |
| Job Family: | Program | | |

General Description

Manage multiple concurrent and complex projects to meet quality, scope, cost and time objectives. The projects will support the delivery of the McMaster Information Technology Strategic plan, where the project scope, deliverables, stakeholders, and resources have a timeframe of less than 12 months. Delivers high quality outputs in compliance with agreed scope, time and cost constraints and to the satisfaction of clients and stakeholders. Assist and support in the planning and implementation of institution wide programs and, coordinating project activities for both staff and leadership

Acts as a technical and consulting resource to various University departments and units with respect to the Project Management Framework, and planning, monitoring, and implementation, 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.

Representative Duties & Responsibilities

- Provide clarification, rationalization and documentation of project requests.
- Work with stakeholders and department staff to validate project components that must be completed to ensure the overall project goal is achieved.
- Conduct in-depth client interviews to determine scope, priority and constraints of business needs.
- Partner with IT Technical Leads to understand resource requirements, constraints and planning for new project requests.
- Develop project proposals and estimates.
- Create and facilitate the development of capital project charters and cost justifications.
- Plan and coordinate kickoff sessions to communicate requirements, project plans, and to initiate team building.
- Write and review recommendations and other project initiation documents.
- Lead and manage all aspects of the project from planning, communication, resource, cost, scope, risks and issues from inception to analysis and development, to production acceptance and post implementation reviews including related infrastructure requirements such as security and hardware.
- Lead walkthroughs and reviews of new project plans, stakeholder communication plans, documented success criteria and risk mitigation strategies.
- Develop, coordinate and maintain project plans, prepare project status reports and keep UTS leadership team, clients and other project stakeholders informed of the status, escalate issues and action plans.
- Actively use the Project Management framework to manage projects.
- Understand and use appropriate methods, tools, and applications to complete work tasks.
- Influence and persuade project stakeholders to obtain buy in and sign off on deliverables, timelines and implementation methods.
- Develop and manage project scope, costs, timelines and milestones.
- Track and report on project progress between milestones.
- Develop strategies to maximize the efficiency and effectiveness of project work while minimizing negative impacts on stakeholders and resources by managing project and task dependencies
- Ensure that project work occurs within established scope, costs and timelines and communicate all issues or problems to management and appropriate stakeholders.
- Manage project scope change and its effects on project resources.
- Manage problems and risks that arise during the course of project delivery

Representative Duties & Responsibilities

- Serve as primary contact point with the user community for information about the project.
- Partner with the Technical Teams to maintain the information technology issues database, create new issues and tracking the status of open issues.
- Ensure proper setting of priorities, problem resolution and incorporation of changing events and conditions into the project from business, technical and political perspectives.
- Plan, coordinate, and schedule meetings for effective user groups, focus groups, and advisory committees.
- Investigate, evaluate, and recommend improvements that may be required to business practices, their applications systems, and supporting computing technology.
- Facilitate effective dialog between the user community and technical staff, as well as stakeholders.
- Receive and respond to time critical issues.
- Work with Project and Program Managers to ensure alignment between program and individual projects.
- Coach and mentor junior staff in order to ensure a highly motivated and technically competent team.
- Lead the planning, coordinating, and scheduling work assignments to ensure the completion of assigned projects.
- Manage multiple concurrent projects.
- Remain current with relevant development and project management methodologies.
- Promote the use of the Project Management Framework, identifying enhancements and process improvements based on lessons learned.
- 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.
- Apply and enforce department change management control policies and procedures.
- Acquire and maintain a basic understanding of Information Technology and Support Services.
- Ensure that IT Security and Privacy are considered and addressed accordingly by working with the appropriate subject matter experts.
- Ensure that operational processes and support information is included in the scope of the deliverables for the project and operational transition is planned, including end user and operations documentation, training materials, and timelines
- Responsible for integration and release management planning
- Ensure that all project work is effectively integrated into current systems and, where possible, any current production problems are considered when planning the scope of the project.
- Plan for the delivery of the following artifacts by the project team: information technology process flow, mapping of deliverables to functional requirements.
- Facilitate the identification of underlying problems, analyzing potential solutions and implementing system resolutions, including workarounds by the project team.
- Coordinate all phases of testing including, but not limited to, system, integration, acceptance, regression, and performance.
- Plan for the delivery of the deliverables by the project team during the testing phase: technical approaches and technical risks for project testing, testing of functional requirements,
- 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.
- Communicate testing results to stakeholders.
- Facilitate the resolution of problems in the test, production implementation, and post-implementation phases in coordination with other technical and business groups.
- 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 3.5 hours of moderate mental effort for activities such as:
 - Developing and maintaining project plans, preparing project status reports and keeping UTS leadership team, clients and other project stakeholders informed of the status.
 - Planning and coordinating kickoff sessions to communicate requirements, project plans, and to initiate team building.
 - Working with stakeholders and department staff to validate 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, timelines 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 plans, documented success criteria and risk mitigation strategies.
 - Leading and managing all aspects of the project from planning, communication, resource, cost, scope, risks and issues from inception
 - Developing 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.