

<b>Position title:</b> Manager of Information Systems Projects	<b>Updated:</b> May 2024	<b>Job Family:</b> Professional / Technical 4
<b>Reports to:</b> Senior Manager of Information Systems and GIS	<b>Direct reports:</b> None	

### **POSITION SCOPE**

Reporting to the Senior Manager of Information Systems and GIS, this position provides direction and leadership in the planning and delivery of Information Technology (IT) infrastructure and application projects for Comox Valley Regional District (CVRD). This position will be responsible for managing the entire project lifecycle, from initial planning and design to procurement, business process evaluation and documentation, data integration, and successful project completion. This position collaborates closely with other members of the Information Systems management team, subject matter experts across the organization, internal and external stakeholders, and vendors to ensure the successful delivery of IT projects in support of the CVRD IT strategy.

The incumbent is responsible for the development and definition of project scopes, schedules and budgets, and participates in the cross-departmental delivery of projects and initiatives as assigned.

### **KEY ACCOUNTABILITIES**

1. Works within Information Systems and other departments to analyze current business practices, identify opportunities for process improvement or technological change, and assists with business case development for proposed projects.
2. Collaborates with a diverse group of stakeholders to define project scope, timelines and resources required.
3. Responsible for the delivery of IT projects from planning, executing, monitoring, managing, and closing out.
4. Manages the work of consultants and contractors and oversees members of the internal project team to ensure the delivery of high quality, service-focused IT infrastructure and application projects and champions the corporate mission and values departmentally.
5. Leads project teams and manages resources to ensure projects are completed on budget, schedule, and to the required level of quality.

6. Uses diplomacy, strong communication and relationship building skills to maintain highly engaged multi-disciplinary project teams.
7. Works collaboratively with the Senior Manager and other Information Systems managers to support the preparation and submission of the annual work plan and budgets as well as all aspects of project delivery.
8. Develops an understanding of business processes, and acts as a liaison between subject matter experts and technology staff.
9. Performs business process analysis and identifies opportunities for process improvement.
10. Provides advice on a wide variety of technology solutions to many CVRD client departments.
11. Participates as a member of the management team for Information Systems providing input on departmental planning, policy and strategic initiatives.
12. Provides subject matter expertise related to project management to other staff.
13. Promotes a high standard of customer service to the public as well as to all internal customers.
14. Provides direct and indirect leadership and supervision to assigned project support personnel both internally and externally in a manner that motivates, guides, and directs project personnel to the realization of departmental goals and objectives.
15. Maintains a work environment that promotes inclusivity, participation, teamwork, and positive collaboration. Ensures a high standard of work quality and organizational performance.
16. Undertakes other assigned tasks and duties.

## **QUALIFICATIONS**

### **Education, Experience and Certification** *(or equivalent combination where acceptable):*

- A degree in Computer Information Systems, Information Technology, Business or another related field.
- Minimum six years' directly related experience in the delivery of IT project management and business analysis.
- Possession of a valid Class 5 BC Driver's Licence.
- Preference will be given to applicants holding a Project Management Professional designation especially related to IT.
- IT Infrastructure Library 4.0 Certification
- Demonstrated leadership skills accompanied by demonstrated project delivery skills and political acumen.
- Experience working in local government is preferred.

**Knowledge, Abilities and Skills**

- Considerable knowledge related to capital project management including; project needs identification and assessment; business case analysis; procurement strategies; solicitation; evaluation; contract award; cost control; reporting; documentation.
- Strong relationship and team-building skills and can communicate complex ideas in a way that fosters consensus.
- Considerable knowledge of IT functions and up-to-date knowledge of hardware, software, virtual server environments and Cisco based networking and routing technology.
- Considerable knowledge in GIS and its applications to asset management, land use, property and permitting systems.
- Considerable knowledge and understanding of the mandate, operating environment, business objectives, structure and operations of the CVRD.
- Ability to simultaneously manage multiple capital project priorities in accordance with applicable bylaws and regulations.
- Ability to assess requirements and plan, develop, implement, maintain and support IT systems in a complex environment to facilitate achievement of business goals and objectives.
- Ability to demonstrate a motivated approach to work including the ability to plan, prioritize and work under pressure, balance multiple demands and priorities to meet deadlines.
- Exceptional organizational and documentation capabilities.
- Excellent written and oral communication skills, especially when conveying technical information to all kinds of audiences. Ability to work in a team with diverse technical skills.
- Ability to develop and maintain effective and productive relationships with all staff, vendors, service providers, contractors, the general public, government officials, community groups and other affected stakeholders.
- Leadership skills including demonstrated ability to create an inclusive and engaged high performance team with abilities to align project goals with strategic goals of the organization.
- Well-developed technical, analytical thinking and problem-solving abilities.
- Well-developed consultative, facilitation, consensus building, conflict resolution and negotiation skills.

**EMPLOYEE SIGNATURE**

This is to certify that I have read this job description:

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Print Name

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Signature

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Date