

Job Title: Project Manager (PM)
Operational Area: Professional Services
Reports to: Head of Professional Services
Location: Montreal, QC

Purpose of the role:

This role's primary purpose is to bring structure, organization, reporting, stability and standardization to projects managed through the Professional Services team. Through this purpose, the project manager is to support corporate management in making effective decisions around prioritization, risk, client relationships and budgets.

The PM is responsible and accountable for setting realistic and achievable boundaries for the project and to accomplish the project within the approved baselines. The PM is the leader of the project team.

The Project Manager is authorized to interface with management as required, negotiate for resources, delegate responsibilities within the framework of the project, and to communicate with management, as required, to ensure successful and timely completion of the project.

Accountabilities & Deliverables

Deliverables

- Project Charter
- Project Management plan
- Quality Plan
- Communication Plan
- Risk Plan
- Work Break-down Structure
- High-level and Detail project plan
- Stakeholder engagement agreement (including Governance)
- Resource estimates and plan
- Roles and Responsibilities matrix
- Budget estimates
- Change Requests
- Steering decks
- Post Implementation Review/Lessons learned

Accountabilities

- Communication planning
- Scope planning and management
- Resource management
- Project methodology governance management (Quality Checkpoints)
- Risk management and Issues management
- Communication management (internal/external)
- Cost management
- Cost and billing tracking
- Schedule updates and tracking
- Resource plan updates
- Facilitation of Post Implementation Review
- Managing projects in accordance with the Implementation Methodology.
- Provide day-to-day decision-making on project issues relating to scope, schedule, budget, methodology and resources.
- Ensure project documentation is complete and communicated appropriately.
- Identify funding sources and prioritize project requirements.
- Plan and control all project activities and resources.
- Report on project status and issues.
- Resolving conflicts within the project between resources, schedules, etc.

Key Relationships

- Project stakeholders
- Internal sponsor
- Client sponsor
- Client business owner
- Client Project Manager
- External vendors
- Internal delivery teams (onshore/offshore)
- Client management representative

Core Skills, Knowledge and Attributes

- Timeline estimation
- Resource management
- Delivery Planning and prioritization
- Communication
- Project Management delivery methodology (Waterfall and Agile)
- Stakeholder negotiation
- Client relationship management
- Internal teams relationship management
- Conflict management
- COMPANY Project Delivery methodology knowledge
- Risk and issues management
- PMP Certification
- Security Clearance: Reliability Status.

Key Competencies

- Ability to navigate delivery priorities
- Effectively identify, assess and manage deliverable critical path
- Understand when and how to escalate risks and issues
- Manage client expectations against delivery priorities
- Sound understanding of developing a delivery timeline using Duration/Effort/Work estimates