

Project Manager – Intermediate, Project Management Office (PMO)

SUMMARY

The Intermediate Project Manager (PM) is responsible for the successful delivery of small to medium sized complex projects under limited direction at the Tennessee Department of Human Services (TDHS). The successful candidate will develop overall project management strategy to manage resources, schedules, project milestones, quality, and documentation. This position will ensure project requirements and deliverables are clearly communicated, understood and executed on time and within budget.

The Intermediate Project Manager understands the customers' business needs and translates those needs into a plan to deliver successful results. The Intermediate Project Manager is responsible through all phases of the implementation which includes discovery, design, configuration, data conversion activities, implementation, monitoring, management, project budget, and results delivery. The Intermediate Project Manager will work closely with customers, information technology, and Program staff to support and track the progress of projects utilizing MS Project, Planview, and SharePoint while applying PMI's Project Management Body of Knowledge or similar project management methods.

This role is responsible for leading a project team in delivering a solution to the customer using the appropriate business measurements and terms and conditions for the project according to the project charter. The Intermediate PM has overall performance responsibility for managing scope, cost, schedule, and deliverables, which includes applying techniques for planning, tracking, change control, and risk management. This position is also responsible for managing all project resources, including subcontractors, and for establishing an effective communication plan with the project team and the customer. They provide day to day direction to the project team and regular project status to the client.

The Intermediate PM may also lead sub-teams for larger projects/programs. In addition, this role will assist with supporting the Project Management Office goals and deliverables for the company.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Ability to interface professionally with all levels of management, and the ability to work with multiple personality types to facilitate cooperation both within the Department and outside.
- Assist Senior Project Manager as requested as well as support activities with the Project Management Office.
- Coordinate external vendors, personnel from multiple Program areas, and information technology resources.
- Create a collaborative consultative work environment, with matrix teams, and workgroups cross-departmentally and cross-functionally.
- Demonstrate professional communication skills when interacting on behalf of TDHS.
- Ensures established budget is adhered to base upon project requirements.
- Ensures quality and timeliness of project results.
- Establishes and monitors project requirements, priorities, and deadlines from inception to completion.
- Explore and implement a variety of best practices and standardized processes to ensure operational efficiency and scalability.
- Facilitate the development and implementation of detailed reports to keep key stakeholders up to date on progress, issues, and outcomes.
- Lead, manage, and facilitate concurrent projects, while remaining flexible with changing priorities, timeframes, and scope of services.
- Manages activities of assigned project team.
- May also lead sub-teams for larger projects/programs.

- Oversee and provide hands-on project management of small to medium business unit and/or enterprise wide projects including all phases of project life cycle and/or software development life cycle (SDLC), under limited direction.
- Responsible for work-streams to develop new services and programs to meet customer specific needs.
- Strategically and tactfully determine resolutions to issues as they arise without direction.
- Resolves and/or escalates issues in a timely fashion.
- Manages risks and mitigations accordingly.
- Provides mentorship for Associate PM team members.

EDUCATION / EXPERIENCE

Meet minimum qualifications as discussed in job classification specifications.

Experience in the public sector is a plus as well as project management certifications.

2 years or more managing enterprise projects

1 years or more handling concurrent projects

SKILLS

Meet minimum qualifications as discussed in job classification specifications as well as the following.

- Ability to approach others in a professional tactful manner, react well under pressure, accept responsibility for own actions and follow through on commitments.
- Ability to ask questions to generate meaningful discussion and clarify outcomes, while keeping team members and meeting schedules on track.
- Ability to build trust and teamwork in difficult situations across all departmental boundaries.
- Ability to deal with frequent change, delays, or unexpected events.
- Ability to handle multiple tasks and meet deadlines.
- Ability to influence and direct team members across various functions, at all levels in the organization in order to accomplish the Department's goals and objectives.
- Ability to maintain professional composure in all situations.
- Ability to quickly and easily adapt to changing priorities.
- Ability to work in a team-oriented environment, manage competing demands, resolve conflict(s), and change approach or method to best fit the situation.
- Demonstrated ability to display and promote high standards of ethical conduct and behaviors consistent with departmental and government standards.
- Excellent analytical and creative problem-solving skills.
- Excellent customer service skills.
- Excellent facilitation skills.
- Excellent interpersonal skills with proven ability to communicate technical ideas to non-technical people.
- Excellent leadership skills, with the ability to exhibit confidence in self and others, accept feedback, and give appropriate recognition.
- Excellent time management organizational and planning skills.
- Experience with a variety of development methodologies including Waterfall and Agile.
- Intermediate knowledge of project management methodology.
- Intermediate skill level using Microsoft Office software, including Word, PowerPoint, Excel, Project, and Visio.
- Intermediate understanding of software development lifecycle methodology.
- Outstanding communication skills, including the ability to articulate, verbally and in writing, ideas, concepts, thoughts and perspectives in a clear and concise fashion to a variety of audiences, at various levels throughout the organization.

- Proponent for change, while applying best practices in organizational change management.
- Proven track record in preparing and effectively delivering presentations and training sessions.
- Strong technical / functional understanding of project and portfolio management tools, such as Microsoft Project, SharePoint, and Planview.

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