

Project Manager – Senior, Project Management Office (PMO)

SUMMARY

The Senior Project Manager (PM) is responsible for the successful delivery of small to large scale complex projects at the Tennessee Department of Human Services (TDHS). The Senior Project Manager creates and manages systems for tracking projects and associated deliverables, collects data and analyzes results, and works closely with project team to manage various programmatic and project processes.

The Senior Project Manager's scope of work involves all project management activities associated with the lifecycle of a project, including discovery, initiating, planning, executing, monitoring and controlling, and closing phases. The position requires an understanding of government operations, technical systems, and waterfall and agile project management methodologies.

The Senior Project Manager is responsible for communicating and collaborating with Executive Sponsors, Business Owners, Information Technology, Field Operations, and external vendors to facilitate and ensure successful implementations. This position will closely partner with Information Technology and/or Program leaders to develop and oversee project costs, deliverables, timelines, and resources in order to ensure that they meet the budget, schedule, and quality requirements of the project.

The position requires solid leadership, facilitation, team building and change management skills to influence and guide cross-functional teams throughout all aspects of assigned projects. The Senior Project Manager provides leadership and oversight of resources assigned to coordinate implementations and to develop and maintain the project schedule. In addition, this role assists with supporting the Project Management Office goals and deliverables for the department including mentorship for PM colleagues.

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 Project Management Office with the development of standards and templates as needed.
- 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 and Intermediate PM team members.
- Leads and or participates in Project Steering Committees as assigned.
- Acts as a team lead for various Project Management Office initiatives.
- Possesses advanced knowledge of project management applications (i.e. Planview, Microsoft Project, Visio, and Microsoft Office Suite).
- Analyzes, documents, and shares lessons learned with other project managers.
- Explore and implement a variety of best practices and standardized processes to ensure operational efficiency and scalability.
- Coaches, mentors, and encourages project team members to take action and be accountable for their assigned work.

EDUCATION / EXPERIENCE

Meet minimum qualifications as discussed in job classification specifications.

Master's Degree or other advanced degree and experience in the public sector are a plus as well as project management certifications.

5 years or more managing enterprise projects

3 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 skills and organization skills.
- Experience with a variety of development methodologies including Waterfall and Agile.
- Flexible, collaborative, and team-oriented approach to getting things done.

- Advanced knowledge of project management methodology.
- Advanced 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.
- Ability to lead Project Steering Committees to spearhead TDHS program initiatives.
- 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.
- Provide leadership and mentoring to junior colleagues.

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