



JOB DESCRIPTION

JOB DETAILS

Job Title: PMO Project Portfolio Management Analyst

Job ID: IS2734

Classification: Information Systems R27

Classification Date:
(MM/DD/YYYY)

Branch: Portfolio and Project Management Office

Unit: ITS-Portfolio and Project Management Office

Reports to: Manager, Project Management Office (PMO)

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Portfolio and Project Management Office (PPMO) branch provides enterprise portfolio services to support the execution of strategic plans, service delivery plans, corporate and operational initiatives. Services include project and program planning and delivery through traditional and agile practices; project, program and portfolio processes and standards management and quality assurance; portfolio planning, portfolio balancing and optimization, portfolio financial management, governance, risk management and reporting.

JOB SUMMARY

The Project Management Office / Project Portfolio Management Analyst is responsible for maintaining and improving the framework, processes, tools and guidelines for project, program, portfolio and resource management (PPM/RM) practices required to provide appropriate PPMO services to the organization and transparency into PMO/RM KPI's (Key Performance Indicators). As the Process Manager for PPM and RM processes and standards, they support the usage and operations within the PMO framework and processes. This role also supports the portfolio management function of the PMO.

JOB RESPONSIBILITIES

- Develops and maintains a broad range of client relationships, at all levels in the organization, with the goal to achieve client's objectives by supporting the provisioning of appropriate project and /resource management services and reporting;
- Plans and conducts project/program evaluations and post-implementation reviews, documents findings, and implements improvements to the PMO's framework, processes and tools;• Supports the portfolio management function of the PMO such as, new project requests handling, initiation, prioritization, selection and cancellation of projects, portfolio financials, and portfolio reporting;
- Oversees the effectiveness/efficiency of the PPM/RM processes and managing improvements to PMO services:
 - o Promote and ensure that the process is used correctly;
 - o Audits process execution and monitors compliance to standards and procedures by providing quality assurance reviews on key project deliverables;
 - o Notifies participants in the process when standards and procedures are not being followed;
 - o Identifies process exceptions and deviations, escalating as required;
 - o Facilitates resolution of issues with items not complying with the process;
 - o Escalate to process owner if service levels/PMO KPI's are threatened to be breached;
 - o Oversee actions to obtain feedback from customers on quality of process activities;
 - o Communicates new and changed policies;
 - o Prepares, analyzes and provide management/team leads with decision making information and reporting related to process performance (Key Performance Indicators (KPIs) and Service Levels);
- Leads implementation and continuous improvement activities of PPM/RM processes and their metrics, including:
 - o Capture/identify improvements activities required/requested in a Service Improvement Plan (SIP);
 - o Presents improvement recommendations to senior management for approval/prioritization;
 - o Develops and maintains process documentation and training material, process templates and reports, on-boarding process;
 - o Schedules and delivers regular process training and communications;
- Leads implementation, support and continuous improvement of enabling PPM/RM computer information systems and tools to support the enterprise/corporate wide PPM/RM needs, including:
 - o Directly analyzing, planning, designing, and developing PPM/RM computer information systems, services and application solutions to meet the project, portfolio and resource management needs of the enterprise;
 - o Managing projects to implement and/or enhance PPM/RM computer information system functionality;
 - o Providing training to a wide range of PPM/RM computer systems user roles to ensure systems are used effectively;
 - o Configuring and maintaining PPM/RM computer information systems, services and applications to adapt to growing needs and/or changing requirements of the various user roles;

- o Working with and managing the PPM/RM solution vendor to provide the appropriate PPM/RM capabilities required by the enterprise;
- o Ongoing support and communication to the various user roles using the PPM/RM computer information systems/tools.

EDUCATION

Degree/Diploma Obtained	Program of Study
<ul style="list-style-type: none"> • Post-Secondary degree in an Information Technology, Project Management, Business/Public Administration or related field. An equivalent combination of education, training and experience may be considered. • PMP certification or equivalent project management certification. 	

EXPERIENCE

Years of Experience	Type of Experience
<ul style="list-style-type: none"> • Four years of experience as a project manager within the last ten years; • Four years of experience with multiple project management methodologies, such as PMBOK and Agile on different projects; • Four years of experience working, building and maintaining relationships with multi-disciplinary senior level professionals, including project managers and/or functional managers involved in the development and execution of complex projects; • Three years of proven ability and experience implementing and supporting PMOs, including: <ul style="list-style-type: none"> o PPM related process, such as full project lifecycle, business planning and financial management. o Tools and systems, such as PM templates and PPM systems (cloud based and/or on premise modern PPM solutions), etc. • Experience with SDLC (Software Development Life Cycle). 	

KNOWLEDGE, SKILLS & ABILITIES

- Proven ability to implement PMOs including tools and process;
- Full understanding of project, program and portfolio concepts, principles and industry best practices;
- Working knowledge of office productivity applications (e. g. MS Office, including Word, Excel, Outlook, PowerPoint, Visio, etc.) and of project management applications (e. g. MS Project, modern PPM systems, O365, MS Project Server, etc.).
- Sound verbal and written communication including the ability to deliver presentations to various audiences at all levels of an organization.

CORE COMPETENCIES

Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

Embracing Learning L2

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
- Pursues challenging experiences beyond current position to add value in own area.
- Helps others identify learning needs to meet current job requirements.
- Provides honest, timely, clear and specific feedback to others.
- Ensures people are provided appropriate training within available budget and resources.
- Encourages people to reach their full potential.

Client Orientation L3

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.
- Represents client needs to more senior management.
- Provides advice on complex problems and initiatives.

Accountability L2

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
- Helps people improve performance to maximize results.
- Holds people accountable for meeting established expectations.
- Evaluates progress against established goals and objectives.

Inspiring Trust L3

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
 - Promotes dialogue and shared understanding on business issues.
 - Communicates complex issues clearly and credibly with varied audiences.
 - Confidently and effectively expresses contrary opinions and own perspectives.
 - Accepts alternate perspectives in support of business interests.
 - Models trust in others to do their jobs.
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Decision Making L2

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
 - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
 - Uses sound business sense to make decisions.
 - Considers risks when identifying or recommending options.
 - Provides context and rationale for decisions.
 - Provides information to others to support decision making on complex issues.
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Organizational Focus L2

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.