

JOB DESCRIPTION TEMPLATE

Career Ladder:	Project Management
Business Title:	Program Manager
Department:	
Department Code:	
Level:	

Job Summary:

The Program Manager provides overall management of every aspect of the design, development, and implementation of major programs and ensures that the work effort achieves the outcome specified in the business and IT strategies.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Defines requirements for large-scale strategic programs (consisting of multiple projects) to meet organizational goals and prioritizes efforts for those programs.
- Negotiates, sources and obtains financial, physical, or human resources to support long-term projects and programs.
- Establishes program schedule and integrates development of best practices, project standards, procedures, and quality objectives across multiple projects/programs.
- Reviews project plans, schedules, and staffing requirements developed by project managers.
- Manages and directs project managers for some/all projects within the Program portfolio and removes roadblocks which may inhibit project success.
- Evaluates and ensures for sponsor/client satisfaction at project completion.
- Researches and implements new delivery options, training, life cycle methodologies, and project management approaches.
- Mentors and develops leadership strength and acts as an information resource on project management.
- Oversees the development of contracts and Service Level Agreements and the evaluation, selection and procurement of products and/or services from vendors.
- Initiates and promotes cross functional working relationships with project sponsors, senior professionals, vendors and key clients both at the University and at other institutions.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques.
- Performs other related duties as required.

Consequence of Error/Judgment:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<p><u>Collaboration: (Expert – E)</u> Identifies and improves communication to bring conflict within the team into the open and facilitate resolution. Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to</p>

respond similarly. Strongly influences team strategy and processes.

Communicating for Results (Expert – E):

Converses with, writes strategic documents for, and creates/delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.

Problem Solving (Expert – E):

Anticipates problem areas and associated risk levels with objective rationale. Uses formal methodologies to forecast trends and define innovative strategic choices in response to the potential implications of multiple integrated options. Generates and solicits the approval of senior leadership prior to defining critical issues and solutions to unclear, multi-faceted problems of high risk which span across and beyond the enterprise.

Role Based Competencies:

Accountability (Expert – E):

Defines strategic areas of responsibility. Plans and decides upon the reassigning and restructuring of significant organizational resources. Influences and sponsors cross-organizational decisions on work prioritization, resource allocation, and long-range standards of performance.

Analytical Thinking (Expert – E):

Establishes strategic goals and enterprise-wide priorities. Uses techniques of advanced business and organizational analysis to identify and assess problem definitions and potential solutions, and compares and contrasts them against predetermined criteria. Creates framework for reviewing large volumes of unorganized data. Probes for, and points to, subtle and unclear relationships in highly complex matters and evaluates the merit of problem definitions and potential solutions. Anticipates the possible outcome of potential solutions. Systemically identifies and resolves complex enterprise-wide issues, while educating senior leaders as to their solution.

Business Enterprise Knowledge (Expert – E):

Sponsors enterprise-wide initiatives. Defines strategic imperatives in terms of the links between increased value, enterprise needs, and technological solutions. Procures support and funding from the leading stakeholders in the enterprise. Explains complex relationships and technological solutions in terms that meet the needs of the affected parties.