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**Job Description: IT Project Management Supervisor**

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| **Job Title:** | IT Project Management Supervisor |
| **Department:** | Center for Innovation and Transformation (CIT) |
| **Supervisor:** | Director of Information Systems |
| **FLSA Status:** | Exempt |
| **Prepared By:** | EB |
| **Prepared Date:** | 2/15/2023 |
| **Approved By:** | KG |
| **Approved Date:** | 2/24/2023 |

**Summary**

The IT Project Management Supervisor is responsible for leveraging enterprise project management, financial, business, and technical hands-on experience to implement initiatives across organizational boundaries to support Millennium’s future business growth. This person will work collaboratively with IT Leadership, as well as organizational leadership to ensure that the Project Management Office (PMO) is appropriately driving projects that are completed on time and on budget. Many of these projects will be related to our business systems, and as such, this person will be responsible for rapidly evolving the systems and processes supporting administrative departments including, but not limited to, Finance, Accounting, Legal, HR and Marketing functions. The Supervisor role will also assist in the evaluation of potential new applications and solutions against business requirements, ensuring they are aligned to broader architectural and security standards and that they meet tactical and strategic objectives. This position reports to the Director of Information Systems.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

* Develop and improve enterprise PMO policies and processes to socialize and expand throughout the organization
* Collaborate with organizational leaders to define, prioritize, and develop projects
* Ensure projects align with organizational strategy and budget
* Monitor current projects and coordinate all team members involved to keep workflow on track
* Planning project management including setting deadlines, prioritizing tasks, and assigning appropriate team members to deliverables
* Track and analyze project-related financial data (budget), risks, and resource allocation
* Arrange and manage team goals/project schedules/new information and keeps all materials up-to-date
* Communicate timeline changes and new information to team; tracks project changes and adjust schedules as needed
* Successfully manage complex cross-functional projects
* Highly adaptable and agile in a fast-paced hyper-growth environment; able to thrive within ambiguity.
* Exceptional process and analytical capabilities
* Develop, manage, measure and report on key service-level metrics, including service level agreements, productivity, and customer satisfaction
* Able to identify and implement process design and re-engineering to achieve both incremental and transformational business impact.
* Able to break down information in a systematic and consumable manner
* Build and maintain positive relationships with organizational leadership, ensure that overall IT services and goals are mutually understood and delivered as it pertains to the PMO
* Define and report on operational metrics and generating problem statements that are supported by PMO compiled data
* Adhere to all organizational policies and procedures
* Travel as needed
* Other duties, as assigned

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Analysis/Problem Assessment Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect

relationships.

Coaching - Facilitating the development of other's knowledge and skills; providing timely feedback and guidance to help them reach goals.

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience.  Good listening skills.

Follow-up - Consistently maintaining a high activity or productivity level; sustaining long work hours.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive.  Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Maximizing Performance - Establishing performance/development goals, coaching performance, providing training, and evaluating performance.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction.  Ensures appropriate follow up and is their advocate in determining solutions.  The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Planning and Organizing/ Work Management - Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

Results Driven & Execution - Accountable for meeting or exceeding individual and/or department goals and objectives.  Committed to producing results that will achieve company objectives.  Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Teamwork/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team.  Listens to others and values opinions.

**Supervisory Responsibilities** IT Project Management Supervisor carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

**Education:** Bachelor’s degree or equivalent experience. Computer Science, Engineering, Business or related field. PMI, PMP, or other Project Management Certification required.

**Experience:** Experience of 5 years in Information Technology Field and Project Manager or similar role required

**Skills:**

* Ability to prepare and interpret flowcharts, schedules and step-by-step action plans
* Solid organizational and planning skills, including multitasking and time-management
* Strong client-facing and teamwork skills
* Excellent customer service orientation
* Solve complex technical problems.
* Manage and evaluate vendor performance.
* Systems and Data Integrations
* Business Intelligence
* Data Warehouse
* Technical project Management
* Technical procurement and vendor management
* Excellent verbal and written communication skills
* Drive for results
* Enjoys taking on challenging, multi-faceted initiatives and coordinating stakeholder and team members in the pursuit of high quality, on time project delivery
* Understands the importance of building strong working relationships
* Proven track record of delivery
* Passion for decomposing and defining workflows and processes
* Naturally compelled to utilize Lean principles of continuous improvement
* Strives to meet aggressive goals, and know when to reset expectations
* Flexible and able to multitask on several different aspects of a project or on multiple projects
* Able to produce quality work with strict deadlines

**Language Skills**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.  Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.  Ability to effectively present information to top management, public groups, and/or boards of directors.

**Mathematical Skills**

Ability to calculate figures and amounts, as necessary.

**Reasoning Ability**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills**

To perform this job successfully, an individual will have working knowledge and experience with Microsoft Office. Hands-on experience with project management tools preferred.

**Certificates, Licenses, Registrations**

PMI, PMP, or other Project Management Certification required.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear.  The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.  Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate depending on business activity in the office.

**Receipt and Acknowledgement**

I acknowledge and understand that:

• Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

• The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

• Job duties, tasks, work hours and work requirements may be changed at any time.

• Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.

• I have read and understand this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_