PMO PROJECT MANAGER III

Position Status:	Exempt
Reports To:	PMO Portfolio Manager
Effective Date:	08/15/16
Revised Date:	07/28/22
Job Level:	P3

POSITION SUMMARY

Under direction, this position:
1. Provides advanced-level project management support for cross-functional, systems-driven strategic and operational projects of any complexity and involving multiple interdepartmental units and/or external stakeholder teams through all aspects of the project lifecycle
2. Conducts advanced-level business, technical and financial analysis and reporting to support operations and business development
3. Utilizes, implements, and communicates project management methodologies and policies, and trains and mentors project teams, project stakeholders and PMO Project Managers, to ensure accuracy, consistency, and thoroughness
4. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The PMO Project Manager III is the advanced level in the professional PMO Project Manager series and is assigned to facilitate or lead projects of any level of complexity. This position is distinguished from the next lower level PMO Project Manager II by the former's responsibility for providing advanced-level project support for all levels of projects, including the most complex.

RESPONSIBILITIES

1. Provides advanced-level project management support for cross-functional, systems-driven strategic and operational projects of any complexity and involving multiple interdepartmental units and/or external stakeholder teams through all aspects of the project lifecycle, with duties including but not limited to:
   - Collaborating with interdepartmental and external stakeholders to manage and ensure project success and consistent application of methodologies, standards, project management tools, processes, and continuous improvement in alignment with business needs
   - Leading and facilitating multiple concurrent complex projects of any size or complexity from start to finish in a way that meets business needs and standard project management best practices
   - Ensuring project business needs are well understood and that project teams perform at a high level
   - Identifying and coordinating required ongoing project management documentation for the deliverables, dependencies, critical path, and stability of project-oriented work efforts
   - Coordinating clear and timely communication with all areas of the enterprise that impact the scope, schedule and resources of the work effort being managed
   - Leading projects that involve system configuration and software application implementation, including assisting with the coordination of user acceptance testing and evaluating results
   - Working with Information Technology Services staff to ensure successful technology outcomes

- Identifying, instituting, and managing project risk and issues on assigned projects
- Conducting workflow and project analysis to identify potential functions requiring assistance
- Overseeing the tracking and usage of project milestones, tasks, timelines, and resources necessary to meet project objectives and keeping projects within scope, schedule, and resource requirements
- Maintaining quality control of scope and scheduling on projects
- Negotiating with interdepartmental managers for the allocation of required project team personnel and making recommendations if external contract support is required
- Estimating resources and assisting project sponsor on allocation, resource balancing and constraint analysis and execution
- Ensuring successful projects by providing assistance to project sponsor to define and periodically review project success criteria and disseminating updates to project stakeholders throughout the project lifecycle
- Providing input to project library, including recommendations to identify successful and unsuccessful project elements
- Maintaining open channels of communication with all levels of the project team and within the PMO and Operational Excellence team
- Utilizing online collaboration and project management software
- Acting as the lead of any level of project, including the most complex, as assigned

2. Conducts advanced-level business, technical and financial analysis and reporting to support operations and business development, with duties including but not limited to:
   - Leading and facilitating information gathering to validate project business cases and gathering, documenting, and cataloging required project deliverables and other relevant project documents
   - Developing and delivering progress reports, proposals, requirements documentation and presentations
   - Ensuring projects are aligned with health care industry best practices and with current and future mandates

3. Utilizes, implements, and communicates project management methodologies and policies, and trains and mentors project teams, project stakeholders and Project Managers, to ensure accuracy, consistency, and thoroughness, with duties including but not limited to:
   - Leading and assisting with the development and implementation of project management processes and methodologies to ensure projects are delivered on time and in adherence with high quality standards, that project workflows are followed, and that business goals are met
   - Leading project teams to leverage electronic project management tools
   - Leading and assisting project teams in understanding, anticipating, mitigating, and resolving issues and risks on projects
   - Training, coaching and mentoring project teams and other stakeholders in the areas of project management methodologies, policies, and tools used by Alliance staff
   - Acting as a resource and mentor to PMO Project Managers, as assigned

4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Project Management, Business, Public Policy, Health Care or a related field and a minimum of five years of project management experience (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying
- Formal project management certification (PMP Certification or equivalent). Two years of experience, in addition to the experience described above, may substitute for the required certification

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of project management methodologies and tools
- Thorough knowledge of the methods and tools of meeting facilitation and ability to lead team building exercises and facilitate meetings and/or projects using problem solving and persuasion skills
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook, PowerPoint, and project management software applications
- Working knowledge of the methods of research, analysis, and reporting
- Some knowledge of the principles and practices of training
- Some knowledge of the principles and practices of system configuration, software implementation, and user acceptance testing
- Ability to coordinate multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to demonstrate strong analytical skills and identify issues, offer solutions, and mitigate risk
- Ability to develop strategies to organize and facilitate complex projects from inception through completion
- Ability to interpret and apply legal, regulatory, and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to lead project work teams and facilitate meetings
- Ability to work collaboratively and productively with diverse project teams in order to achieve efficient and timely solutions
- Ability to provide orientation, training, and mentoring and act as a technical resource to project team members, project stakeholders and PMO Project Managers
- Ability to demonstrate flexibility and creativity and identify improvements to existing practices
- Ability to maintain a positive attitude toward ambiguity and adapt to changing business needs
- Ability to maintain organized and accurate records
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and offer recommendations and potential consequences
- Ability to prepare statistical and narrative reports, correspondence, and other program documents
- Ability to foster effective working relationships with individuals at all levels in the organization
- Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Process improvement certification (ITIL, Lean, Six Sigma, BPM, etc.) or equivalent
- Experience working in a health care or managed care setting
- Thorough knowledge of Excel pivot tables
- Working knowledge of Application Lifecycle Management and Agile/Scrum
- Working knowledge of the principles and practices of system configuration, software implementation, and user acceptance testing
- Working knowledge of project management tools, and Source Control Tools (Team Foundation Server is highly preferred)
- Working knowledge of SharePoint

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.