UNIVERSITY OF SOUTHERN CALIFORNIA

Project Management Office Director, ITS

Job Code: 165469

Grade: 00
OT Eligible: No
Comp Approval: 10/31/2013

JOB SUMMARY:

Provides leadership and oversight for ITS’s Project Management Office. Directs the creation, implementation, and maintenance of a centralized Project Management Office (PMO). Manages a diverse portfolio of projects across ITS, and day-to-day operational aspects of the PM office and staff. Has responsibility for standardizing execution of projects, providing guidance on practice and application of project management, and ensuring successful execution of projects and programs through effective facilitation, tracking, and reporting consistent with project objectives and ITS’s strategic plan. Directly and indirectly oversees multiple project managers and subject matter experts (SMEs) responsible for ensuring projects are managed from initiation through flawless execution according to established PMO project management methodology and aligning to organizational goals and strategic objectives.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Builds and manages the project/program management office/function for ITS. Has responsibility for standardizing execution of projects, providing guidance on practice and application of project management, and ensuring successful execution of projects and programs consistent with project objectives and ITS’s strategic plan. Defines and develops enterprise wide IT project/program management practices, governance standards, processes and metrics.

Ensures projects/programs are defined, tracked and communicated in a consistent and effective manner. Incorporates effective change and risk management controls. Partners with IT, business leadership and other key stakeholders to prioritize projects based on predefined criteria such as return on investment, productivity and compliance.

Ensures all projects within IT portfolios/programs are delivered on time, within budget and to an agreed quality level.

Provides organization-wide development and integration of consistent project management standards, best practices, and methodologies.

Serves as resource for information across the organization for the PMO and the adoption of project management tools, policies, processes and methodologies.

Serves as primary liaison for PMO with management and subject matter experts. Fosters positive relationships with all stakeholders, and ensures appropriate resource allocation across IT and the business line projects.

Convenes regular review meetings to track and assess project portfolios with senior management and project sponsors and other stakeholders.

Conducts individual project reviews, on a regular basis, to assess overall project quality and compliance with departmental processes and procedures.

Develops and manages department program/project budgets. Makes major budgetary and resource allocation decisions. Provides financial status reports as needed.
Directly or indirectly manages all staff assigned to project. Determines organizational structure, reporting relationships and short and long-range staffing needs based on project goals. Reviews and approves hiring and salary actions to ensure compliance with policy. Develops and manages employee skills assessment process. Oversees performance appraisal process for staff and remains informed of any disciplinary actions required.

Provides general project management orientation and education to business line staff across ITS such as presentations and training sessions. Identifies and recommends continuing education and training needs for PMO staff. Coordinates training and development of staff. Communicates on a regular basis with both project managers and assigned staff to ensure needs of both are being met, and to continue to improve staff selection and coordination of resources.

Develops and manages staff utilization process to ensure staff resources are fairly and evenly distributed. Ensures staff is not over-utilized across projects.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

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<th>Essential</th>
<th>No</th>
<th>Yes</th>
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In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Bachelor’s degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 10 years

**Minimum Field of Expertise:**

Possesses project management experience with at least 5 years of project management leadership and management experience. Possesses project management certification (PMP) or successful completion of a recognized project management curriculum. Relevant experience in bringing the discipline of project management to an organization and managing diverse cross-functional teams. Prior experience in both IT and Non-IT project management. Experience creating an effective team and building strong relationships.
across organizations, managing resources in a matrix environment, communicating and influencing effectively at all levels. Experience coaching and mentoring project team members. Proven experience utilizing structured project management methodologies and best practices in the delivery of projects/programs to internal stakeholders. Has superb communication skills, including strong writing, and presentation skills. Proficient in MS Project and MS Office toolset (Word, Excel and PowerPoint).

Preferred Education:
Master's degree

Preferred Field of Expertise:
Experience in higher education. Experience in a cross-function business, non-IT environment.

Skills: Other:
Analysis
Assessment/evaluation
Budget control
Budget development
Coaching
Communication -- written and oral skills
Conflict resolution
Consulting
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public speaking/presentations
Scheduling
Staff development
Teaching/training

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier
Supervises: Level:
   Manages employees (varied levels) across departments on a project basis.
   Manages through multiple layers of subordinate supervisors.
   Manages through subordinate supervisors.
Supervises: Nature of Work:
   Administrative
   Managerial
   Professional/Paraprofessional
   Project Management
   Technical

SIGNATURES:

Employee: ________________________________ Date: ________________________________

Supervisor: ________________________________ Date: ________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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