

Service Management Office			
Job Family	Grade 14	Grade 15	Grade 16
Service Management Office	Project Manager	Project Director	Senior Project Director
Purpose:	Provides full lifecycle project management of mid-sized single/multi client projects. Responsible for delivery of project objectives within prescribed timeframe and budget. Assists in establishing project goals and scope based on specific business requirements. Assists in the management and support of Service Management platform and its related projects and processes while continuing to maintain the Service Now application: defining application requirements for enhancements and new functionality, and taking the lead in working with our outsourced support vendor.	Provides full lifecycle project management of multiple large and complex multi client projects. Responsible for the delivery of project objectives within prescribed timeframe and budget. Participates in the identification, prioritization, assessment and development of projects. Establishes business requirements, project objectives, and defines project scope based on business goals. Identifies and recommends project initiatives for overall technology improvement and increased business benefits, automation, and performance. Focus on exploiting ServiceNow's full functionality as we drive adoption of best practices and improve automation for respective customers.	Accountable for planning and executing the IT Service Management program across the organization. Provides full lifecycle project management of multiple large and complex projects that impact the full University population. Accountable for the delivery of project objectives within prescribed timeframe and budget. Sets and ensures Program Management standards, practices and methodologies are followed. Oversees the identification, prioritization, assessment, and development of projects.
Relation to Supervision:	Works independently while leading and coordinating all levels of activities including project life cycle, software development life cycle and day to day operations.	Leads and coordinates all levels of activities including project life cycle, software development life cycle and day to day operations. Including staff management when applicable.	Reports to senior leadership team member. Sets direction and goals for department and/or team.
Project management:	Establishes full project lifecycle plans for one or more projects. These projects are of moderate to/high visibility or complexity (single business sponsor, up to 10 project FTEs). May manage dependent or interdependent projects. Participate in the RFP process with moderate oversight.	Establishes full project lifecycle plans for one or more projects. These projects are of moderate to/high visibility or complexity (single business sponsor, up to 10 project FTEs). May manage dependent or interdependent projects. Provides business case development with costing and customer needs assessments. Manages RFP process with minimal oversight.	Oversees the development of multiple large scale projects of high visibility and complexity. Provides management oversight of dependent or interrelated projects. Provides project identification, business case development, costing, and customer needs assessments. IDs vendors in market space and manages RFP process. Establishes the strategy for related projects.
Relationship Management:	Leads specific projects. Provides expert level assistance to less senior team members; functions as a project consultant. May have supervisory responsibility.	Leads specific projects. Provides expert level assistance to less senior team members; functions as a project consultant. May have supervisory responsibility.	Responsible and accountable for the capabilities and configuration of the team and its preparedness to meet the IT and business requirements of the department. Partners with relevant faculty and administrators to support project goals of the University. Has responsibility and oversight for all personnel decisions.
Education & Experience:	Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level experience managing moderately complex technical projects following the full life cycle methodology from inception to transition to production and post-implementation.	Bachelors degree and/or its equivalent required. Minimum 7-9 years related experience. Experience in all relevant project methodologies and tools. Prior managerial experience required.	Bachelors degree and/or its equivalent required. Minimum 8-10 years related experience. Experience in all relevant project methodologies and tools. Minimum 5+ year's prior experience in senior leadership role.

Soft skills:	Demonstrates excellence in a variety of competencies including teamwork/collaboration, analytical thinking, communication, influencing skills, and proven ability to act as a change agent.	Demonstrates excellence in a variety of competencies including ability to lead a team, teamwork/collaboration with technical and functional clients/peers, analytical thinking, communication and influencing skills. Proven ability to act as a change agent.	Demonstrates excellence in a variety of competencies including ability to lead a team, teamwork/collaboration with technical and functional clients/peers/leadership, analytical thinking, communication and influencing skills. Proven ability to act as a change agent.
Technical Skills:	Expert level skills in some/all of the following technologies: Microsoft Excel, Word, PowerPoint, and Visio or similar products. Intermediate-to-advanced experience using ServiceNow.	Broad functional and/or technical experience in all relevant applications design and development languages, methodologies and tools such as MS Project, SharePoint. Strong proficiency in managing, supporting and coding the ServiceNow platform. Advanced ITIL and IT Service Management experience. PMP, Prince2 and/or ITIL intermediate Certification a plus.	Broad functional and/or technical experience in all relevant applications design and development languages, methodologies and tools such as MS Project, SharePoint. Strong proficiency in managing and supporting the ServiceNow platform. Advanced ITIL and IT Service Management experience. PMP, Prince2 and/or ITIL intermediate Certification a plus.