



Project Management Office Director, ITS Job Description

JOB INFORMATION

Job Code:	165469
Job Title:	Project Management Office Director, ITS
FLSA Status:	Exempt
Supervisory:	Manages employees (varied levels) across departments on a project basis.
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	4 Administrator

JOB SUMMARY

Directs the creation, implementation, and maintenance of a centralized Project Management Office (PMO). Provides leadership and oversight for ITS's Project Management Office. Manages a diverse portfolio of projects across ITS, and day-to-day operational aspects of the PM office and staff. Has responsibility for developing standards and tools to govern and manage the execution of projects, providing guidance on practice and application of project management, and ensuring successful execution of projects and programs. Ensuring effective facilitation, tracking, and reporting consistency between 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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		10 years	
X		5 years	in project management leadership and management

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Project management experience.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Relevant experience in bringing the discipline of project management to an organization and managing diverse cross-functional teams.
X		Prior experience in both IT and Non-IT project management.
X		Experience creating an effective team and building strong relationships across organizations, managing resources in a matrix environment, communicating and influencing effectively at all levels.
X		Experience coaching and mentoring project team members.
X		Proven experience utilizing structured project management methodologies and best practices in the delivery of projects/programs to internal stakeholders.
X		Excellent communication skills, including strong writing, and presentation skills.
X		Proficient in MS Project and MS Office toolset (Word, Excel and PowerPoint).
	X	Experience in higher education.
	X	Experience in a cross-function business, non-IT environment.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Possesses project management certification (PMP) or successful completion of a recognized project management curriculum.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Work with ITS loaders and Change Managers to determine PMO objectives, scope and build out sequence ensuring effective and efficient rollout.				
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 and programs consistent with project objectives and ITS's strategic plan. Defines and develops enterprise wide IT project/program management practices, tools, 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 define and establish program/project intake and prioritization process. Ensures all projects within IT portfolios/programs are delivered on time, within budget and to an agreed quality level.				
Provides organization-wide training and development 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, defines roles and responsibilities, 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				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 and tool to ensure staff resources are fairly and evenly distributed. Ensures staff is not over-utilized across projects.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.