NYDA JOB DESCRIPTION

Job Description: IT **Project Manager**				
Section A:	JOB INFORMATION SUMMARY			
Job Title:	**IT Project Manager**		**Job Grade:**	DU
Job Holder Name:				
Level:				
Date:				
Location	Head Office - Woodmead			
Division or Cluster:	ICT			
Seconded to:				
Reports to:	CIO		**Name:**	
Location:	Head Office – Woodmead			
No. of positions in the Division or Cluster:	1			
Type of contract:	Full Time – Permanent	Fixed Term Contract X	Temporary	
Contract period:				

Key Job Purpose:

- IT Project Manager Responsible for organizing and managing a project to ensure the project is completed within the defined scope, quality, time and cost constrains. The Project Manager participates as an individual contributor, IT project team member or may lead project teams on medium to large scope IT projects through all project phases. Adheres to project management standards and procedures.

- This role involves managing of projects on a regional level involved to meet strategic business objectives. Responsible for planning, executing and evaluating projects according to predetermined timelines and budgets. Building and managing project teams, reporting to the project sponsor and ensuring quality

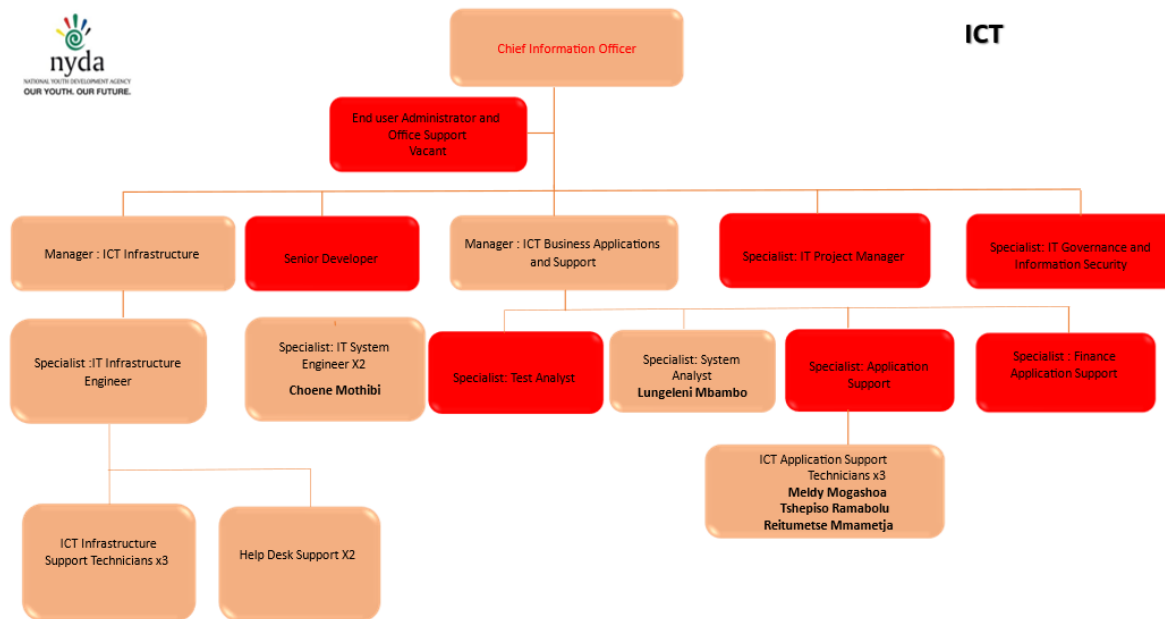control throughout project life cycles are central to this position.

Key Outcomes: (what deliverables are required to achieve job purpose)
- Project Management
- Project Administration
- Forecasting & Scheduling
- Financial and Risk Management
- Change Management
- IT Audit and Governance
- Risk and Business Continuity

Key Roles: (what role does one have to play to deliver the outcomes)
- Project Administration
- Managing change and Improvement
- Project Management
- Process/Internal Management
- Risk Management

Organogram:

Direct Reports:
Indirect Reports:
Financial Responsibility:

Section B: DETAILED OUTLINE	
Outcomes	**Key Activities** **(what activities are relevant to deliver the outcomes)**
KPA 1: Project Management	- Plan, schedule, track and report weekly link, floating, route and access delivery against targets - Coach, mentor, motivate and supervise project team members and contractors. Influence them to take positive action and accountability for their assigned work. Take corrective action (if required). - Effectively communicate project expectations to team members and line managers in a timely and clear fashion - Manage Project teams and delegate tasks - Identify and manage project dependencies - Proactively manage changes in project scope, ensure that any change to project scope is documented and approved - Identify potential crises, devise contingency plans - Adhere to operational procedures to ensure that the regional department runs smoothly - Plan and facilitate effective meetings, including INVOCOMS - Effectively allocate available resources and determine if additional resources will be required - Manage project financials: forecast vs. actual - Develop tools and best practices for project management within ICT Division - Recommend upgrades and new systems that will be more useful for the project
KPA 2: Project Administration	- Develop and manage work breakdown structure (WBS) of information technology projects. - Meeting with managers of different departments and assessing IT infrastructure needs - Meeting with IT System Analysts and finalizing essential IT infrastructure - Planning and supervising installation of IT infrastructure an Applications in the Agency. - Making sure that the infrastructure development project is completed within the given - time frame - Submit project deliverables, ensuring adherence to quality standards. - Monitor the performance of project team members, providing and documenting performance feedback. - Assess current or future customer needs and priorities through communicating directly with customers, conducting surveys, or other methods. - Develop implementation plans that include analyses such as cost-benefit or return on investment (ROI). - Develop or update project plans for information technology projects including information such as project objectives, technologies, systems,

Section B: DETAILED OUTLINE	
Outcomes	**Key Activities** **(what activities are relevant to deliver the outcomes)**
	information specifications, schedules, funding, and staffing.
KPA 3: Change Management	• Manage, Review and implement Change, release and configuration management for all business Applications • Manage and ensure change control for all business applications and ensure thorough System/UAT testing prior to a full and controlled release • Ensure all Project Changes are fully documented & users are trained prior to handover to the service desk function.
KPA 4: Financial Management, Forecasting & Scheduling	• Develop and manage annual budgets for information technology projects. • Manage project execution to ensure adherence to budget, schedule, and scope. • Monitor or track project milestones and deliverables. • Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective action
KPA 5: IT Audit and Governance	• Develop, implement and review on an ongoing basis, ICT policies and standard operating procedures covering the full range of our ICT activities, coordinate ICT systems disaster recovery testing activities. • Liaising with business to deliver unprecedented service, cost-savings, and business value. • Facilitate audits, inspections, testing and/or reviews of relevant processes and management controls by various internal clients and external clients • Implement Business Applications audit finding resolutions and recommendations in support of Turnaround strategy. • Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements. • Verifies application results by conducting system audits of technologies implemented. • Directs technological research by studying organization goals, strategies, practices, and user projects
KPA 6: Risk Management and Business Continuity	• Perform risk management to minimize project risks • Manage ICT Business Applications risk register and their risk action plans. • Perform IT Risk Assessment on proposed IT Service Continuity Management solution(s) • Manage and ensure effectiveness of all Business Systems. • Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures. • Perform risk assessments to develop response strategies. • Maintains quality service by establishing and enforcing organization standards. • Engage with internal and external stakeholders on IT risk management procedures.

Section B: DETAILED OUTLINE	
Outcomes	**Key Activities** **(what activities are relevant to deliver the outcomes)**
Section C: SERVICE DELIVERY AND PERFORMANCE STANDARDS (KPIs)	
Outcomes	**Key Performance Indicators (KPI's)** (What will tell that one is achieving the outcome)
KPA 1: Project Management	• Project Plan • Project close out report • Release document • Signoff on the UAT
KPA 2: Project Administration	• All ICT projects Signed off Documents
KPA 3: Change Management	• Signed off Change requests • Signed off Release and Configuration management reports • Maintenance and enhancement report
KPA 4: Financial Management, Forecasting & Scheduling	• Annual Report • Monthly Variance reports • Projects Budget and Report
KPA 5: IT Audit and Governance	• Signed contracts, contract register • Service Level Agreements • ICT recovery plans
KPA 6: Risk and Business Continuity	• Business Applications risk control report • Recovery plans • Signed ICT Policies and Provide Audit Findings Resolution Reports

Section D: INHERENT JOB REQUIREMENTS			

Competencies:
Level of Proficiency: 1 - Can acquire on the job; 2 - Some proficiency; 3 - Moderate proficiency; 4 - Strong proficiency; 5 - Expert proficiency

D1. Managerial Competencies		D2.Generic Competencies	
Competency	**Level of Proficiency (1-5)**	**Competency**	**Level of Proficiency (1-5)**
• Change management • People management • Leadership • Strategic thinking • Monitoring and evaluation • Project management • Strategic thinking • Decision making	4 4 5 4 4 5 5 5	• Communication skills • Conflict management • Stakeholder management • Fostering teamwork • Problem solving • Effectiveness and efficiency • Detail orientated • Accountability • Ethics, integrity and professionalism • Conflict management • Diversity management • Presentation skills • Detail oriented • Goal oriented • Problem solving	5 4 4 5 4 5 5 4 4 5 5 5 4 4 5 5

D3. Technical skills and knowledge				
Knowledge		**Skills**		**D4. Attributes**
Competency	**Level of Proficiency (1-5)**	**Competency**	**Level of Proficiency (1-5)**	
• Project Management • Project Administration • Risk management • Knowledge of Organisational objectives. • Sound IT knowledge (including Systems, hardware, software, internet, email etc.) • Testing principles and processes and IT concepts • Proficient with customer care, systems, productivity software, and cloud based systems • Adept with common industry performance indicators for customer service and contact centre measures, technology trends and developments • Understanding of what it is like to work in a government organisation and the potential challenges that can be faced • Understanding and appreciation of Youth Development.	5 4 5 4 3 5 5 5 4 4 4	Analytical abilities Conducting accurate research Information management Computer literacy Information technology abilities Information technology systems utilisation Compliant to policies and legislation Understand operations, roles and responsibilities Systems thinking Contract management	5 5 5 5 5 5 5 5 5 4	Patient Tolerant People person Organised Reliable and dependable Motivated Team player Accountable

D5. Qualification and Experience:

Minimum Qualification and relevant experience:
• NQF level 6 in Computer Science or a related field.
• Recognised Prior Learning.

Preferred Qualification and relevant experience:
• NQF level 7 in Computer Science, B-Tech or a related field, or RPL.
• PMBOK or Prince II Certification
• ITIL or PM Certification
• Drivers licence

Relevant experience:
• At least 3-5 years' experience in IT Project Management
• Program and project management experience
• Head office- based position and required to travel NYDA Branches

Section E: KEY RELATIONSHIP INTERFACES	
Internal Relationships - other than reporting lines (manager and subordinates).	**External Relationships (With Local/Provincial structures and other key parties, specify)**
- Finance Cluster - Communications Cluster - Executive Managers - Branch Managers - CEO - NYDA Staff - Corporate Support Services	- Contractors - Vendors related to the function - Auditors

These are relationships where the incumbent will be working closely to influence or determine the results of this job. These are make or break relationships who may best complete a 360 degree performance assessment.

Signed by:	Authorised by:
(**Job Holder)**	
Date:	Date: