

Position description

Position	Senior IT&D Project Manager
Position number	201148
Classification Level	Technical Specialist
Group	Corporate Services
Reports to	Group Manager – IT & Digital Services
Location	1010 La Trobe Street Docklands 3008
Date	July 2024
Tenure	Permanent full-time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of two specialist delivery groups - Property and Telecommunications - supported by the Office of the Chief Executive, Corporate Services and Strategy & Transformation.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Senior IT&D Project Manager reports directly to the Group Manager IT & Digital Services. This position is not a member of the IT Leadership Team (ITLT).

Direct reports: Nil.

Budget: Agreed project budgets.

Purpose of the position

The Senior IT&D Project Manager is responsible for three primary functions:

- project methodologies and tools
- IT&D program management
- leading and managing assigned IT&D projects from initiation to closure.

All IT&D Project Managers oversee their project teams, coordinate with stakeholders and resource managers, manage risks and issues, and report on the project status and performance to their stakeholder group(s).

Key accountabilities/functions

- Project methodologies and tools
 - Establish IT&D project management practices and tools in accordance with the VicTrack Project Management Framework (PMF). Automate manual reporting wherever possible.
 - Ensure IT&D Project Managers adopt relevant practices and tools to ensure consistency of project delivery and quality outcomes.
 - Take part-ownership of the IT&D instance of the Clarity PPM platform, developing relevant project and program reporting dashboards, financial reports, time and effort reports, issues and risk logs, as well as capacity management.
 - Lead the demand and capacity management forum with the ITLT and IT&D project managers to ensure required resources are assigned to IT&D projects.
 - Provide guidance and training to IT&D Project Managers and project team members where necessary.
- IT&D program management
 - Support the Manager IT Portfolio & Governance in the management and ongoing delivery of the IT&D program of works.
 - Work closely with the IT&D Business Engagement Manager to identify and schedule approved IT&D projects; balancing the capacity of IT&D Project Managers with demands.
 - Work with other IT&D Project Managers to assist with project planning, project establishment and project kick-off in accordance with the Project Management Framework.
 - Establish consistent program-level and project reporting, including financial reporting, for various teams and stakeholder groups.
 - Plan and facilitate appropriate Steering Committees.
- Plan and establish assigned IT&D projects, including:
 - develop project management plans (PMP), detailed project schedules, budgets, resource plans and other project artifacts for effective project management
 - work with stakeholders to determine solution requirements and quality expectations
 - form project teams and steering committees with appropriate governance
 - work with procurement on sourcing of services, hardware and software
 - establish vendor, supplier and resource contracts with third parties
 - conduct project kick-off meetings to inform team members of the proposed PMP.
- Execute, manage, monitor and report on IT&D project progress, including:
 - delegate tasks to project team members to complete defined project deliverables

- forecast roles, tasks and effort required from resources
- schedule resources, obtain approval from resource managers, and track resource effort against project tasks
- appropriate time management to achieve project milestones, balancing the capacity of agreed resources with project priorities
- effectively managing the project schedule, quality, issues and risks
- track project costs (actuals) against approved budget
- effectively communicate project status via project reporting and presentations
- stakeholder management, including running steering committee meetings, and seeking stakeholder decisions or endorsement
- coordinate vendors resources and track their deliverables against requirements and agreed timeframes
- coordinate any testing, deployment, training and other change management activities.
- Project go-live, closure and post-implementation, including:
 - planning and implementation of appropriate go-live support (Hypercare)
 - ensure appropriate solution and project documentation is completed
 - conduct solution hand-over to the IT Operations and the Enterprise Applications teams
 - conduct post-implementation reviews with project stakeholders
 - seek approval for project closure.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- A bachelor's degree or diploma in information technology (IT), computer science, software engineering, information systems, cybersecurity, data science or a related technology field is mandatory.

Certification of one or more of the following is mandatory:

- **PRINCE2** certification from Axelos; and/or
- **PMP** (Project Management Professional) certification from the Project Management Institute (PMI); and/or
- **Agile or Scrum** certification from various organisations, such as Scrum Alliance, Scrum.org, or International Consortium for Agile.

Knowledge and experience

- A minimum of two years' experience managing an IT "program of works" or "portfolio"
- A minimum of five years' experience as an IT Project Manager, IT Portfolio Manager or IT Program Manager, managing multiple IT projects, such as software engineering/development/deployment, systems integration, IT infrastructure, cloud, solution development/deployment, preferably in a large and complex organisation
- Experience utilising an industry recognised project management framework
- Experience and knowledge managing the full project lifecycle, from initiation, planning, execution, monitoring and control, to closure and handover
- Experience managing multiple and concurrent IT projects, with varying degrees of complexity, scope, budget and duration
- Extensive knowledge of various IT domains, such as infrastructure, software, application management, data, security, architecture, cyber-security, engineering, devops, cloud, etc, obtained through previous hands-on roles or project experience
- Experience and knowledge of different project management approaches, such as waterfall, agile, hybrid, etc.
- Experience managing project stakeholders, including senior management, business users, IT staff, vendors, contractors, etc.
- Experience managing project risks and issues, including identification, analysis, mitigation, escalation and resolution
- Experience managing project quality, including defining and implementing quality standards, metrics, processes and audits
- Experience managing project communication, including developing and executing communication plans, preparing and delivering project reports and presentations, and facilitating project meetings and workshops
- Experience and knowledge of effectively managing project change, including assessing and approving change requests, managing change impacts, and ensuring change readiness and adoption
- Experience managing project resources, including planning and allocating human, financial, material and technical resources, as well as managing project procurement and contracts
- Experience and knowledge of using common PPM tools such as Broadcom Clarity, Microsoft Project, Microsoft Planner, Jira, Excel and PowerPoint

Skills

- Excellent organisational skills and the demonstrated ability to respond to changing priorities and demands
- Highly organised and able to prioritise conflicting deadlines and manage the expectations of others
- Well-developed interpersonal skills with the ability to effectively work and engage with all levels within the business
- Excellent verbal, written and presentation skills

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Regulators
- Sub-contractors
- Carriers and vendors