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**JOB DESCRIPTION: DIRECTOR, APPLICATIONS & EPMO**


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<b>DEPARTMENT:</b>	Enterprise Project Management Office (EPMO) Information Technology	<b>REPORTS TO:</b>	Chief Information Officer
<b>JOB CLASS:</b>	IT Director	<b>PAY GRADE:</b>	IT 41
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	01/22/2013

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

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**POSITION GENERAL SUMMARY:**

The Director, Applications & EPMO, leads a team who is accountable for on-time, in-budget delivery of business critical projects as defined in the overall organizational strategic plan. The Director, Applications & EPMO, acquires resources and coordinating the efforts of team members and third-party contractors or consultants to deliver enterprise-wide projects. The Director, Applications & EPMO, leads and motivates a team of Project Managers and support staff, develops and enhances enterprise-wide and internal processes, and provides leadership throughout the entire lifecycle of required projects. The Director, Applications & EPMO, provides thought leadership and project portfolio level reporting to the Executive Leadership team.

**ESSENTIAL POSITION FUNCTIONS:**

- Define, communicate, and execute the vision and strategies for effective project management across the organization
- Supervise and lead a group of Enterprise Project Managers and support staff
- Provide oversight and guidance to the EPMO team for the effective and timely execution of projects
- Facilitate governance for the project portfolio and each individual project
- Ensure compliance with SDLC policies and procedures required in support of Sarbanes Oxley regulations
- Schedule and balance team activities to meet deadlines for deliverables and meetings
- Provide periodic review of team member performance using both formal and informal mechanisms; mentor team members in best practices and provide skill development
- Manage and oversee department budgets
- Determine appropriate revenue recognition, ensure timely and accurate invoicing, and monitor receivables for projects; analyze and report on project profitability
- Keep leadership informed of changes related to new and ongoing projects within the organization; resolve and/or escalate project issues in a timely fashion
- Deliver engaging, informative, and well-organized presentations
- Lead and manage assigned direct reports; Evaluate the Applications and EPMO department structures for continual improvement in efficiency and effectiveness of the group, as well as ensuring team members have access to professional and personal growth within the organization

- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

#### **MINIMUM REQUIREMENTS:**

##### ***Education/Licensure/Certification:***

- Bachelor's Degree in Business Administration, Education or Information Systems; or equivalent combination of education and relevant experience
- Master's Degree in Computer Science, Information Systems or Business, preferred
- Industry certifications in software, systems, network or project management disciplines

##### ***Experience:***

- Experience building and leading high performing Program Management Offices
- Experience implementing a balanced scorecard for measurement based management
- Five years' supervising and/or leading business analysis, system analysis and design or infrastructure design/deployment/support
- Eight years' project management related experience

##### ***Knowledge, abilities and skills:***

- Ability to acquire a thorough understanding of the business/client environment and systems, connectivity and application technological alternatives
- Ability to manage multiple enterprise level/high traffic projects, meet deadlines, interface with different company business units and work in a fast-paced technology driven environment
- Demonstrable interviewing skills for talking with individuals and groups about their needs and ask the effective questions to surface essential requirements information
- Ability to critically evaluate information from multiple sources, reconcile conflicts, decompose high level information into details and abstract low-level information to a more general understanding
- Ability to decompose a project into distinct work packages and determine appropriate resource requirements for each work package
- Ability to distinguish user requests from the underlying business needs and distinguish solution ideas from requirements
- Knowledge and in-depth understanding of contemporary requirements elicitation, analysis, specification, verification, and management practices and the ability to apply them in a fast-paced business environment
- Knowledge of product management concepts and how products are positioned and developed
- Proven skills in the effective use of Microsoft Project, Project Server, and Microsoft Visio
- Ability to work with and through people to establish goals, objectives, and action plans
- Strong general business acumen, including financial management skills.
- Excellent leadership capabilities, strong judgment, and the ability to work effectively with and influence clients, team members, management and external groups
- Excellent written and verbal communication skills
- Strong analytical, problem solving and planning ability

**CORE COMPETENCIES FOR SUCCESS:**

<p><b>COMMUNICATION SKILLS</b></p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p><b>CUSTOMER FOCUS</b></p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p><b>INTERPERSONAL SKILLS</b></p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p><b>FUNCTIONAL /TECHNICAL EXPERTISE</b></p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

**DIRECTOR COMPETENCIES FOR SUCCESS:**

<p><b>LEARNING ON THE FLY</b></p> <p><i>Learns quickly when facing new problems; Is a voracious learner; Analyzes both successes and failures for clues to improvement; Experiments and will try anything to find solutions; Seeks out the challenge of unfamiliar tasks; Quickly grasps the essence and the underlying structure of most anything</i></p>	<p><b>PRESENTATION SKILLS</b></p> <p><i>Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, direct reports, and bosses; Is effective both inside and outside the organization, on both cool data and hot and controversial topics; Commands attention and can manage group process during the presentation; Can change tactics midstream when something isn't working</i></p>
<p><b>PRIORITY SETTING</b></p> <p><i>Spends his/her time and the time of others on what's important; Quickly zeros in on the critical few and puts the trivial many aside; Can quickly sense what will help or hinder accomplishing a goal; Eliminates roadblocks; Creates focus</i></p>	<p><b>BUSINESS &amp; FINANCIAL ACUMEN</b></p> <p><i>Knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organization; Knows the competition; Understands and communicates the goals, objectives, competencies, and metrics associated with business success; Understands and applies knowledge of key organizational business drivers; Keeps abreast of the overall performance of the organization and adjusts allocation of finances based on progress against goals; Sets priorities by aligning organizational finances with strategic goals; Fosters an environment that encourages fiscal responsibility</i></p>
<p><b>COMPOSURE</b></p> <p><i>Is cool under pressure; Does not become defensive or irritated when times are tough; Can be counted on to hold things together during tough times; Handles stress well; Is not knocked off balance by the unexpected; Doesn't show frustration when resisted or blocked; Is a settling influence in a crisis; Consistently behaves in a professional manner</i></p>	<p><b>DEALING WITH AMBIGUITY</b></p> <p><i>Effectively copes with change; Can shift gears comfortably; Can decide and act without having the total picture; Isn't upset when things are up in the air; Doesn't have to finish things before moving on; Can comfortably handle risk and uncertainty</i></p>

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*