Sample Project Manager Role Description

 Review sample responsibilities, knowledge, skills and abilities for a project manager



## This sample role description identifies typical duties and responsibilities of a project manager and indicates sample knowledge, skills and abilities of a person fulfilling this role. A project manager can help plan and execute program initiatives on-time and on-budget.

## Project managers are especially critical in large-scale projects such as IIS platform migrations. These projects are complex, long and inherently risky, which makes a project manager a critical part of the project leadership team. IIS programs who have migrated their platforms often cite securing a project manager as among the best actions they took or, in retrospect, one they wish they had taken.

## Instructions

## Review the sample content and refine to suit your program and jurisdiction needs.

## Copy and/or re-use the content provided in the job description and/or statement of work.

## Helpful hints

* While the sample role description speaks to the need for a project manager for an IIS platform migration, IIS may consider project management support for large IT enhancements, change requests and systems maintenance issues.
* **Bolded text** refers to specific deliverables/artifacts a project manager may be tasked with developing and/or coordinating. For many of these artifacts, templates are available in the IIS Migration Toolkit.
* A project manager may be available through your central IT.

# Overview

*Project and/or program description*: The Department of Public Health Immunization Program is replacing its current immunization information system (IIS) with a new technology platform. An IIS is a large, highly sophisticated statewide web-based system that consolidates immunization information from healthcare providers, hospitals, local health departments and others in order to prevent disease outbreaks, identify populations at risk of disease, and manage public-funded vaccine supplies. A Project Manager (PM) is needed to provide oversight and support of the entire project lifecycle for this IIS replacement, from project initiation through planning, execution, monitoring and closeout. The PM will have oversight of the cost, schedule and resources of a successful migration from the old to the new system.

The PM will work under the supervision of the Immunization Program Manager and the IIS Manager, representing the interests of the immunization program in delivering quality work products as contractually defined. The PM will be expected to work closely with the department’s and state’s IT support, including PMs representing IT and/or third-party vendors.

# Major duties and responsibilities

Responsibilities of the Project Manager will include, but are not limited to:

## Project leadership and management

* Lead the process and execution of a large complex IT system implementation project by applying industry-standard system development life cycle (SDLC) practices.
* Coordinate all project efforts across program staff, IT, vendor(s) and other supporting project resources.
* Document and manage a **project scope**to ensure completion within the project timeline and budget.
* Execute change control processes as needed to support requested deviations in strategic direction or priority.
* Develop a **project management plan** to include a **project charter**, **project plan** and **risk register (RAID log)** to monitor deliverables, resource allocation, and costs and ensure the project is delivered on-time, within scope and in budget.
* Ensure critical activities and dependencies to achieve project milestones are accounted for in the project plan.
* Proactively mitigate risks and resolve project issues, escalating to project sponsors as needed.
* Manage delivery of high quality project deliverables through a clearly communicated quality review process.
* Coordinate completion of the programmatic deliverables such as but not limited to the **communication plan** (including a **stakeholder analysis**), **requirements documentation**, **test plan** and **training plan** associated with the replacement of the IIS system to ensure that the new system meets the requirements of the Immunization Program and its stakeholders.
* Manage day-to-day project tasks and have in-depth involvement to allow for proactive identification and resolution of project risks and issues.
* Develop solicitation documentation as needed and facilitate stakeholder activities to inform project requirements and deliverables.

## Project administration

* Prepare and submit timely **project status reports** and communicate periodic updates to project sponsors; provide correction and escalate to project sponsors as needed.
* Facilitate meeting logistics, including preparation and distribution of meeting materials such as **meeting agendas**, and **meeting notes and actions**.
* Coordinate and lead meetings with internal staff, the vendor and/or other third parties.
* Monitor and track timely completion of actions for follow-up.
* Maintain project documents and materials to ensure initial and final versions are accessible and usable as reference.
* Maintain repositories to store project artifacts as reference and aid ongoing knowledge transfer.

## Project governance

* Develop and implement an effective project governance process; document levels of authority and all decisions made.
* Work closely with the Immunization Program and IIS staff, IT staff, IT/vendor PMs, and other stakeholders to coordinate and oversee all aspects of the project.
* Work with IT, third-party vendor staff, and immunization and IIS staff to ensure proposed technical solutions will meet program requirements.
* Ensure sufficient project resources are available and committed throughout the project duration.

# Knowledge, skills and abilities

The proposed candidate should have strong project management skills across various public health settings, methodologies and techniques with the following qualifications:

## Required

* Minimum of 8 years of increasingly responsible professional project experience with at least 5 years as a project manager in a public health, healthcare, government or information technology setting.
* Experience in applying industry standard discipline, tools or techniques to all aspects of the software development lifecycle including planning, design, implementation, testing and evaluation.
* Strong demonstrated project management skills to effectively coordinate and manage the project scope, timeline, team and budget through the establishment and application of standardized methodologies, tools and controls.
* Strong and proven change management skills, including stellar communication skills and the ability to build strong relationships and demonstrated success coordinating activities across diverse groups of people.
* Outstanding organizational skills and the ability to establish long-range objectives and effectively communicate the strategies and actions to achieve them while coordinating diverse activities to ensure completion of project deliverables.
* High level of proficiency in English, including clear and effective written and verbal communication skills. Needs to be able to effectively communicate with both health professionals and lay public in both verbal and written communications, reports, articles and other documents.
* Ability to coordinate activities of onsite and remote project teams, IIS staff and vendor teams.
* Ability to delegate tasks and train others when needed.
* Proficient in project management software such as MS Project and in using MS Office software (Word, Excel, PowerPoint, Visio) and other risk and issue tracking tools (e.g., JIRA, Jtrac).

## Preferred

* Experience working with large-scale IT implementation projects and experience working with public health Immunization Programs or with an IIS is strongly preferred.
* Familiarity of informatics principles and their application in public health or healthcare system management.
* Knowledge and expertise in the functioning of immunizations and immunization information systems or knowledge of informatics principles and their application in public health or healthcare system management.
* Knowledge of principles, methods and standards of quality assurance (QA)/independent verification and validation (IV&V) practices.
* Project Management Institute (PMI)-certified Project Management Professional (PMP).
* Additional certifications, such as ITIL.
* Experience with various system development methodologies such as Waterfall or Agile/Scrum.