

Job Title: Senior Project Manager

FLSA Status: Exempt

Department: Various

Grade: 13

Accountable To: Various

Summary of Position

The Senior Project Manager is responsible for leading and managing large, highly complex IT projects that involve multiple stakeholders, departments, and external organizations. This role oversees every phase of the project lifecycle—from planning and initiation to execution, monitoring, and final delivery—ensuring projects are completed on time, within scope, and on budget. In addition to project delivery, this position plays a role in shaping project governance and improving project management practices across the organization. This includes developing and implementing standards, methodologies, and tools that drive efficiency, streamline project delivery, and align with the organization's strategic objectives. As a leader within the project management team, this position involves mentoring and coaching less experienced project managers to assist them in building their skills.

Essential Functions

- Manage large, highly complex projects and ensure projects are completed on time, within scope, and within budget
- Create project charters and comprehensive project plans, including timelines, budgets, resource allocation, and risk management strategies; assist stakeholders to develop high level project scope and objectives
- Establish and maintain strong relationships with stakeholders, project team members, vendors, and project sponsors
- Serve as liaison between internal and external project teams; manage relationships with members and vendors; manage vendor contracts; ensure clear communication and manage expectations
- Ensure effective resolution of any issues that arise and take corrective actions to keep the project on track
- Collaborate with Directors and Supervisors to ensure that appropriate resources are available and effectively allocated to support project objectives
- Facilitate collaboration among multiple teams that are assigned to the same project to ensure team actions remain in synergy
- Play a role in shaping and improving project governance within the organization
- Develop and implement project management standards, methodologies, and tools that drive efficiency and align with organizational objectives
- Perform needs analysis and ensure software and applications designed are in sync with business requirements

- Perform business analysis and create a change management plan in collaboration with project stakeholders
- Develop project management framework and best practices
- Refine detailed project artifacts, including project scope, milestones, work breakdown structure of backlog, Gantt charts or roadmap as appropriate to a given project
- Make effective decisions when presented with multiple options for how to progress with the project
- Adjust project schedules and targets as needed to remain in scope and budget; manage change control and approvals; identify, prevent, and mitigate risks
- Perform quality control on the project throughout development to maintain the standards expected
- Coordinate and negotiate project assignments with functional managers
- Keep director or project sponsor informed on a regular basis about project status and alignment with project goals, expectations, and key deadlines, ensure project alignment with strategic business goals
- Communicate in a clear and concise manner all pertinent information necessary, perform presentations to various groups ranging from members to management
- Work with membership to achieve goals and priorities
- Collaborate with other project managers and leads across the organization to identify shared resource constraints and negotiate work to support successful project completion
- Broad decision-making responsibilities and engage with higher level stakeholders
- Provide direction, coach and mentor project coordinators and project managers, assist with hiring and act as a role model for staff
- Serve as an escalation point for stakeholders on projects being led by staff
- Other duties as assigned.

Essential Competencies

Communications Skills - Must have strong written and verbal communication skills in English to effectively represent the organization to internal staff, members, consultants, and vendors. Ability to actively listen, clearly articulate technical information to non-technical users, and communicate solutions in a positive and professional manner.

Decision Making - Must act in a decisive manner, using good judgment. Must be able to understand the request or situation, effectively obtaining additional information to develop solutions, assessing the various implications, and providing strong recommendations. There are differing levels of independence. Make sure you have a clear understanding of your manager's expectations.

Interpersonal Relationships – The ability to work collaboratively with co-workers and members is essential. Must be consistent and ethical in working with everyone excluding personal biases. Must be sensitive to others' concerns whether directly or indirectly impacted. Must strive to promote a cooperative and positive atmosphere within the organization and with our members with diplomacy and tact. Must have the ability to accept constructive criticism.

Quality of Work – LOGIS strives to be a high performing organization. Must be able to produce high quality results within the required parameters to assist the members and management in achieving goals.

Technical Knowledge - Must have strong communication skills, both written and verbal, and strong organization and facilitation skills. Must exhibit an exceptional level of analytical skills to analyze and formulate solutions. Requires a solid foundation in IT support, with proven diagnostic and analytical skills to resolve technical issues. Should be proficient in adapting to new technologies and tools, with strong organizational and facilitation abilities.

Physical - Must have ability to read and discern visual images on a variety of media. Must have the ability to remain seated or stand at the same workstation for up to 8 hours at a time with appropriate breaks within that period. Must have the ability to utilize various forms of media and technology.

Security Awareness - Requires a solid understanding of security best practices and the importance of protecting sensitive information. Proactively adheres to security protocols and guidelines. Understands the importance of maintaining confidentiality of user data and protecting against unauthorized access.

Required Qualifications

- Bachelor's degree in project management, Information Technology, or related field
- PMP Project Management Certification
- Minimum of seven years' experience managing IT large-scale, complex projects
- Strong verbal and written communication skills
- Ability to apply critical thinking skills of analysis, inference, and evaluation
- Experience with both waterfall and agile project management styles
- Experience with project management software such as Microsoft Project, Smartsheet, Jira or other similar software
- Proficiency with Microsoft Office Suite

Preferred Qualifications

- Proven experience driving organization change initiatives
- Extensive experience with project portfolio management
- Hands-on experience or education in areas related to IT infrastructure, software development, application support, or technical administration

Access to Non-Public Data

This position may have access to non-public internal and external data as part of work assignments. Please refer to the Employee Handbook for details in managing and releasing

data. In addition, if at any time you are unsure, discuss the situation with your supervisor for approval prior to releasing any data.

Members' Data

The position may have access to any and all of our members' data as required by work assignments. This data should only be used and/or released to our business partners as required for LOGIS to provide service to the members. This is their data, and dissemination is controlled by them. If you have any questions, discuss the request with your supervisor.

BCA Requirement

All LOGIS positions require compliance with BCA regulations regarding an employee's criminal history. As such, LOGIS reserves the right to verify employee criminal history as needed to ensure compliance.

Transportation Requirement

This role necessitates travel to member sites as needed. Employees must either hold a current, valid driver's license and have access to a reliable, operable vehicle, or ensure timely and dependable alternative transportation is available on short notice. Compliance with all applicable federal, state, and local laws related to vehicle operation is required, including maintaining at least the state-mandated minimum insurance coverage for bodily injury and property damage. LOGIS reserves the right to review employee driving records as necessary.

After-hours On-Call Requirement

This position requires participation in an after-hours rotation, which will commence only after the successful completion of a 6-month (or 1-year) performance evaluation period. Following this period, the employee will be expected to provide first-line after-hours support as needed to maintain identified service levels outside of standard working hours.