

ROLE PROFILE

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| Title: | IT Project Manager |
| Function: | Technology |
| Reports To: | Director, PMO |
| Location: | Toronto |
| Type: | Full Time, Permanent |

Role Overview

The IT Project Manager will be a key contributor in the Project Management Office at Exchange Solutions. Leading by example, the individual will ensure adherence to Exchange Solutions' project management processes across the entire organization, ensuring that project deliverables, dependencies and risks are tracked and managed using established project management tools and templates. Reporting to the Director PMO, this role is integral to Exchange Solutions' implementation of a robust internal shared service strategy as well as its adherence to SOC2/SSAE16/18 and PCI compliance requirements.

Primary Responsibilities

- With a focus on ESI's commitment to Service and Operational Excellence for our clients, support the Technical Solutions Architect (TSA) team in scoping, planning, scheduling and tracking client deliverables.
- Work with the IT Project Analyst and our primary scheduling tool, SmartSheet, to create, update and maintain project schedules and ensure successful execution of the project plan to deliver a quality project on time.
- Work with the TSAs to identify project dependencies and risks, and ensure that they are effectively managed.
- Control changes to project scope through established project Change Request (CR) processes and documentation.

- Identify and recommend opportunities to enhance productivity, effectiveness and operational efficiency.
- Facilitate status, project team, and retrospective meetings ensuring action items are managed through completion.
- Facilitate problem resolution and tracking.
- Enhance department and organization reputation by accepting ownership for accomplishing new and different requests; explore opportunities to add value to job accomplishments.
- Manage some larger projects, ensuring milestones are on track throughout the agile process.
- Maintain on-line project libraries and ensuring that appropriate levels of documentation are produced and stored.
- Work with internal stakeholders to participate in the development and implementation of new processes that align with the new business requirements and/or technology solutions.
- Work with the Compliance Manager to provide all required documentation for our quarterly and annual SOC2 & PCI audits.

Capability Requirements – education, skills & experience

- Post-secondary education with a degree or diploma in Project Management or Computer Science or related fields or demonstrable equivalent experience. PMP certification or active PMP learning track is an asset.
- 5+ years' experience in an IT Project Manager role in an agile environment with a minimum 3 years' experience leading projects independently.
- Experience in agile project management methodologies, such as Scrum or Kanban an asset.
- Experience in the information technology or software development industries.
- Demonstrable success in project management using recognized PMI methodologies.
- Expert level skills in Microsoft Office.
- Demonstrable understanding of and experience with software development lifecycle including data structures and data flows.
- Demonstrable ability to coordinate cross-functional groups to accomplish goals.
- Is a strong team player, but also is self-motivated, driven and works well independently. Has high expectations in ensuring deadlines are met.
- Superior communications skills, both verbal and written, including strong presentation skills.



- The ability to deliver a clear, concise message, tailored appropriately to diverse audiences.
- Proven analytical and problems solving skills.
- Proven ability to learn new concepts and to learn from experience.
- Easily adaptable, with ability to multi-task in a fast paced environment.
- Ability to gather, interpret, and communicate complex ideas.
- Ability to generate technical but user-friendly procedural documents.

Desired Experience:

- Experience with JIRA and Confluence software.
- Experience with Smartsheet.
- Scrum Master Certification
- Experience with SOC2 Standards and compliance requirements or prior experience with SAS70 or SASE16/18.
- Familiarity with Payment Card Industry (PCI) Standards and compliance requirements.
- Resource scheduling experience and/or auditing experience.