

JOB POSTING TEMPLATE

Date:	<u>2021</u>	Function:	<u>Information Technology</u>
Job title:	<u>Associate Manager, IT Account and Project Management</u>	Manager title:	<u>Senior Manager, IT Account and Project Management</u>

Job purpose

- As a Project Management in Sun Life's IT organization, the incumbent will be responsible for co-ordinating, monitoring and implementing projects in support of Sun Life's business plans and goals.
- The Project Management role has a co-responsibility for complete life cycle management and accountability of project initiatives assigned, ensuring compliance to SLF project management policies, standards and procedures.
- With assignment of Project Manager, Project Coordinator leads a small project team members that are assigned with a matrix management model
- Support IT Business Partner/ Account Manager to communicate and update project related things to business functions

Major accountabilities

- Manage all phases of IT application development projects, including initiation, planning, execution, implementation, and post-implementation activities, leveraging best practice standards and processes set out by the PMO and other industry organizations (including PMI)
- Develop detailed project plan, cost estimation, resource planning for modules in projects in conjunction with project team members and other involved IT and business teams
- Manage project scope and risks. Investigate and make recommendations on issues that challenge scope boundaries
- Monitor and report on project traction and progress and, as necessary, coordinate the development, discussion, propose corrective action and/or contingency plans
- Create project status reports highlighting critical issues and status of the project to Project Manager and project stakeholders
- Manage client relations to ensure that project delivery expectations are specified and met
- Engage project stakeholders and communicate project updates to ensure buy in and project success (examples: meetings, status updates)
- Work with multi-site project teams across time zones
- Plan and implement change management work as project deliverables are rolled out, including activities such as training, communication, and documentation
- Ensure project deliverables meet/exceed the project sponsor's specified expectations
- Ensure project activities and deliverables adhere to internal quality standards

Specialized knowledge

- Minimum one year of experience in managing/ co-ordinating Information Technology projects utilizing project management methodologies and associated processes, practices, and deliverables
- Strong knowledge of Information Technology tools, products, and trends
- Good understanding of Software Development Life Cycle (SDLC), preferably both waterfall and Agile.
- Good organizational skills and ability to prioritize wide range of tasks
- Observe and suggest continuous improvements to the project management practice
- Strong interpersonal and communication skills (verbal & written)
- Good problem solving, analytical and decision making skills
- Ability to handle a high volume of work with many deadlines to meet
- Ability to work effectively with little supervision, minimal direction and frequent interruptions
- Familiarity with insurance and financial industry
- Familiarity with programming language (e.g. Java, Cobol, ...)

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Problem solving

- Excellent communication skills
- Delivery focused
- Client interaction experience will be preferred
- Flexible and responsive work style
- Ability to multi-task and work under pressure
- Experience working remotely with people in different time zones
- Demonstrate international cultural awareness and sensitivity
- Consulting, presentation and negotiation skills and experience
- Good team work and ability to motivate people

Education and experience

- Bachelor/ Masters degree in IT/ Management
- 6+ years of overall IT experience, with 1+ years of experience in managing IT projects
- Certified Scrum Master or equivalent Agile is preferable

Communication scope

- Management Team
- Business Users
- Vendors/ External Partners
- Regional/ Corporate teams

Management scope

Total number of direct reports:
Total number of staff managed (direct and indirect):

Metrics (if applicable)

Finance metrics (revenue, budget managed, etc.): Project and portfolio budget, actual spend
Sales metrics (type and amount): Not applicable
Other metrics (specify): Project Delivery metrics
Travel required (express as % of working time): To be determined