



Position Description

Position title:	Senior Technical Project Manager
Entity:	Austroads
Division:	Data & Technology
Job Type:	Full-time (1.0 FTE)
Location:	Austroads Sydney Offices
Reports to:	Enterprise Solutions Manager
Responsible GM:	Chief Data & Technology Officer
Direct reports:	N/A
Date reviewed:	13 April 2023

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Position purpose

This position is responsible for supporting Austroads' development and management of software, systems and services. This position provides project management and support to the Enterprise Solutions Manager and the broader team to support the realisation of Austroads' business focus and strategic plans.

Major responsibilities/ accountabilities

The role is responsible for:

- Developing and maintaining strong relationships with internal and external stakeholders and outsourced service providers to facilitate implementation of systems and enhancements.
- Providing project management services for applications development and operations (business-as-usual) projects which includes:
 - Defining project objectives, high-level scope, roles and responsibilities, and resource requirements.
 - Developing documentation including, but not limited to business cases, project proposals, RACI, project plans, project schedules, governance reporting packs, resource impact analysis (effort/cost estimations), cashflow forecast / actuals, project change requests, project change, risk and issue logs.
 - Managing, tracking and preparing project status reports on schedule, budget, scope, quality, risks/issues, dependencies, project change requests according to project plan.
 - Recruiting and managing of resources, updating and finalising contracts with consultancy service providers.
 - Processing invoices for consultancy services against approved contracts.
- Mentoring and providing guidance to other team members.
- Undertaking detailed planning ensuring alignment with existing systems and strategy by working with architecture subject matter experts.
- Undertaking the role of Scrum Master to facilitate self-organising project team members to contribute to a successful delivery of a project.
- Providing subject matter expertise for the IT support team and stakeholders to explain systems, oversee resolution of complex data/application issues and manage independent data quality audits to maintain data integrity.
- Understanding, managing and providing guidance in operations/applications configuration, data migration, change deployment and operational handovers.
- Other tasks as directed.

Key stakeholder interfaces

Internal

- Enterprise Solutions Manager
- Chief Data & Technology Officer
- All staff

External

- Austroads approved developers and service providers
- Membership organisations

- Contractors and visitors

The Person

Qualifications, knowledge, and experience

The Senior Technical Project Manager will possess:

- At least 10 years' experience as a Project Manager or a Scrum Master with project management skills, and ICT applications delivery.
- High-level analytical and problem-solving skills.
- Excellent time management skills and the ability to juggle multiple projects simultaneously. Organised and able to meet deadlines.
- Advanced ability to operate at strategic and operational levels, and proven ability to think at high-level/big picture and detailed level.
- Business and commercial acumen and excellent stakeholder management skills are also essential.
- Excellent practical experience with relational databases and understanding of SQL script writing.
- Sound knowledge of web services frameworks, messaging systems (e.g., MQ Series) and information technology issues.
- Extensive knowledge and proven experience in project management, with some knowledge of business analysis, development, IT change management, testing, quality assurance, deployment lifecycle methodologies and activities.
- Excellent oral and written communication skills and proven ability to negotiate with people at all levels internally and externally.
- Ability to manage issues, risks and tasks with a high degree of confidentiality, reliability, discretion and flexibility.
- Be a good team player and an effective leader who can motivate their project team.
- A commitment to equal employment opportunities and occupational health, safety and quality management practices.

Desirable

- Knowledge and experience, preferably, in ITIL, PMP / PRINCE2 / RegPM / Certified Scrum Master, Waterfall and Agile methodologies.
- Experience with project management tools such as Microsoft Project and Jira.
- Experience with data analytics and, or data integration.
- Mentoring skills and experience.

Personal qualities

The incumbent will need to present a professional image and build a strong relationships across the enterprise. Specifically, the role requires:

- Commitment to service excellence and continuous improvement in relation to a technology and data-based services
- Commercial acumen, high emotional intelligence, diligence, and drive

- Being a self-starter
- Hands on leadership style
- Culture of delivery and closure on issues.
- Astute risk management
- Sound judgment and analytical / evaluative skills
- Well-developed relationship management, communication, consultation, and negotiation skills
- Comfort working in an environment which is constantly evolving