Local Initiatives Support Corporation

Position Description

Position Title: IT Project Manager

Reports To: Director of IT Projects

Job Classification: Exempt / Full Time, Grade 14

Location: LISC Headquarters Office, New York, NY (remote)

THE ORGANIZATION:

What We Do

With residents and partners, LISC forges resilient and inclusive communities of opportunity across America – great places to live, work, visit, do business and raise families.

Strategies We Pursue

- Equip talent in underinvested communities with the skills and credentials to compete successfully for quality income and wealth opportunities.
- Invest in businesses, housing and other community infrastructure to catalyze economic, health, safety and educational mobility for individuals and communities.
- Strengthen existing alliances while building new collaborations to increase our impact on the progress of people and places.
- Develop leadership and the capacity of partners to advance our work together.
- Drive local, regional, and national policy and system changes that foster broadly shared prosperity and well-being.

Over the last 40 years, LISC and its affiliates have invested approximately $24 billion in businesses, affordable housing, health, educational mobility, community and recreational facilities, public safety, employment, and other projects that help to revitalize and stabilize underinvested communities. Headquartered in New York City, LISC’s reach spans the country from East coast to West coast in 38 markets with offices extending from Buffalo to San Francisco and in 2,400 rural counties across 49 states and Puerto Rico. Visit us at www.lisc.org.

ABOUT THE DEPARTMENT:

The Information Technology (IT) Department manages and maintains all technology systems for ~500 staff dispersed across 38 offices, responsible for:
**Governance**: Strategic practices for the operational parameters of IT systems, project management and security;

**Functionality**: Creating and maintaining operational applications; developing, securing, and storing electronic data;

**Infrastructure**: Purchase and management of hardware components, network, circuitry and equipment; office moves; and

**Service**: Supporting use of hardware, software and data management for all functional areas of the organization

**ABOUT THE POSITION:**

The IT Project Manager position reports to the Director of IT Projects and will be an integral member of the Information Technology department. The project manager should have experience working with in an IT PMO.

In this role, you will have the opportunity to blend your IT Project Management (PM) experience and IT Business Analysis (BA) experience to help transform LISC’s ability to deliver the best IT solution for the organization. This role is a technical PM and will provide project management oversight and leadership on assigned IT projects. The candidate will blend their BA and/or Systems Analyst experience and Project Management expertise to manage the implementation of a technology solution. They will be the project lead or PM for any assigned projects and should feel comfortable working with a diverse group of technology experts and business experts. You will leverage your business analysis experience to understand the business problem to be solved and work with the technical teams to translate business needs into technical requirements and ensure the delivery of the best technology solution. This role requires skill with different project management methodologies and approaches, specifically Waterfall, Agile and SCRUM.

LISC IT follows an MVP approach to project delivery and this role should feel comfortable with this continual improvement model and able to switch gears very quickly when needed.

**RESPONSIBILITIES:**

For the project(s) assigned, the position is responsible for successfully managing the process to implement a technology solution that addresses the needs of the requestor. The position will work closely with the Director of IT Projects and assist with the management of the IT Project Portfolio.

- Document business needs as well as develop workflow diagrams, swim-lane diagrams, event diagrams, etc. to help the technical team understand current needs, current state as well as what the future state may look like.
- Be the point of contact for project requestors and project stakeholders and be the liaison between the technical teams and the business teams.
- Facilitate project meetings and discovery meetings, keep the team and stakeholders aware of the progress of the project and identify any risks or roadblocks during the life of the project.
• Work with the team and stakeholders to remove risks and roadblocks and will escalate when needed.
• Maintain the project schedule and project plan, schedule meetings, work with the team to follow change management best practices and work with the team to develop a communications plan
• Ensure the project remains on budget both from a staff resource perspective but also any external vendor costs.

Your specific duties in this role will include:
• For projects assigned,
  o Demonstrated ability to manage and lead a project to success,
  o Ensure clear and complete understanding of business needs
  o Documentation of all project management documents, project notes, business partner’s needs and requirements and working with the technology teams to design a technology solution that addresses the business needs for the project requestor.
  o Setting project goals and working with the team to develop the project plan to meet the goals.
  o Manage technical resources assigned to a project.
  o Coordinate with team members to develop schedules and clearly define the roles and responsibilities.
  o Regularly monitor project status and conduct risk assessments for the project.
  o Facilitate and organize project meetings and discovery sessions.
  o Act as the bridge between the business and technical teams.
  o Manage the budget and costs where applicable.
• Help manage the larger IT Project Portfolio.
• Work with IT leadership to avoid over allocation of staff resources.
• Assist with the management of other projects where necessary.

QUALIFICATIONS:

The candidate will have a proven record of accomplishment. The candidate must have work-related experience as follows:

• Bachelor’s degree from an accredited college or university in MIS, Technology Management or Project Management. If no degree, experience as a technical lead and PM will be considered.
• Minimum 3 years of experience helping to manage a large portfolio of IT Projects
• Minimum 3 years of experience Microsoft Project or similar project management tools; developing workflow diagrams, business process diagrams, swim-lane diagrams.
• Strong experience with PPM tools like Project Web Access or Project Server. OnePlan a plus.
• Previous experience working with large enterprise systems and databases preferred. Salesforce experience a plus.
• Previous experience as a BA and/or Systems Analyst preferred.
• Experience connecting Power BI to PWA is a plus
• Possess solid understanding of the different enterprise level technologies used in a large organization (examples, CRM systems and ERP systems)
• Strong understanding of the capabilities of Salesforce as it relates to a CRM and a platform to create custom workflows and automate business processes.
• Proven ability to work collaboratively and communicate complex ideas to different audiences.
• Solid understanding of business processes
• Highly self-motivated and directed with attention to detail.
• Ability to think and act proactively in accordance with the department demands.
• Ability to trouble shoot problems and determine the best solutions.
• Ability to maintain a flexible work schedule to respond to the department’s needs or emergency situations as they arise.
• Excellent communication, presentation, and customer service skills.
• Ability to think analytically and utilize creative thinking skills, as well as problem solving and design skills.

Compensation
LISC offers a competitive salary based on experience and excellent benefits.

To apply, please send cover letter and resume via email to: ehartman@lisc.org

LISC IS AN EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO DIVERSITY, EQUITY, INCLUSION, AND JUSTICE