

IT Project Manager
Duke Kunshan University
Job Description

Position Overview:

The Project Manager manages and controls execution of projects for the business, to ensure project completion on time, to budget, and meeting customer needs. The Project Manager works with the business team (Service Owner or Project Sponsor) of the university, DKU IT and Duke IT, and 3rd party vendors to ensure the execution of the projects on track. This candidate must have the ability to contribute to a high-performing, motivated workgroup, as well as the ability to work collaboratively in a team environment.

Reports to:

Associate Director of IT

Essential Duties:

- Develops and documents the project plan. Documents critical issues and recommendations for resolution of issues.
- Assists service owner/project sponsor with scheduling work to achieve service delivery demand and/or specific project scope. Develops project plan/schedule and tracks progresses to key milestones.
- Assists service owner/project sponsor in providing a platform for communication and transparent sharing of information across the team.
- Facilitates the gathering and analyzing of user requirements, the definition of project scope, goals and deliverables.
- Effectively defines work into tasks, priorities tasks, deals with conflicting work issues, sets deadlines and monitor progresses.
- Identifies risks of negative outcomes, measures impact, recognizes when to escalate and minimizes risk through corrective action.
- Identifies and escalates critical issues in timely manner.
- Collaborates with individual contributors and/or managers to define business process issues and implements creative solutions.
- Ensures teams are taking corrective action as necessary to deliver complete scope, desired quality

and timeliness of projects.

- Keeps team apprised via project plans, meetings and discussion minutes of project tasks identified, tasks to be completed, and work not completed.
- Works with Project Team to develop and document project plan using standard methodology, and schedules project work to achieve project scope.
- Supports adherence to common processes, such as the Project Management Methodology (PMM) process, IT Service Management (ITSM/ITIL) processes, AGILE, and monthly or weekly status reporting processes.
- Manages and documents scope changes, including ensuring attainment of appropriate approvals.
- Engages stakeholders for buy-in, relieves bottlenecks and complexity.
- Assists service owner/project sponsor, IT Director, and/or Finance with establishing a project budget and managing actual expenses to budget, including documenting budget changes and approvals.
- Optimizes and improves the project management methodology and tools used in the team.
- As a member of the DKU IT staff, assists with academic, event/hospitality, and other A/V support when required; helps to monitor the Helpdesk Ticket system and respond within a determined timeframe when it is needed; this position requires to provide after-hour support occasionally.
- Performs other related duties as assigned.
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required Qualifications:

- Bachelor's degree or above, in a related field, 5+ years of experience in managing large, complex, global IT projects/programs.
- PMP, ITIL, Lean Six Sigma, PRINCE 2 Practitioner and/or other process certifications preferred.
- Proven track record of leading and driving large enterprise application projects throughout project life cycle, including defining project objectives, scopes, schedules and budgets.
- Demonstrated experiences in managing multi-projects to achieve project objectives and satisfied stakeholders' expectations.
- Strong planning and documentation skills.
- Strong ability to proactively manage risks, issues, and costs for each assigned initiative.
- Superior verbal and written communication skills both English and Chinese.
- Quick learning capability to quickly absorb new concepts and technologies.

- Expert in Software Development Methodology, traditional (Waterfall) and Agile.
- Proficient at planning and organization.
- Proficient at risk management.
- Proficient at facilitation.
- Proficient at problem solving.
- Expert in ability to influence.
- Experience in budget management and tracking.