



Job Posting

About the CFPC

Representing more than 40,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

Our Mission: Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

Our Vision: Leading family medicine. Improving lives.

Our Values: Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to excellence.

We are recruiting for an IT Project Manager

Posting #: 2021-52
Department: Information Management
Division: Information and Technology Services
Reports to: Director, Information Management
Classification: Management
Status: Contract (June 28, 2023)
Job Family: Manager
***FTE:** 1.0
Level: 6

Summary:

Reporting to the Director, Information Management, the role of the IT Project Manager is to lead all phases of the Customer Relationship Management (CRM) project lifecycle from initiation and planning, including facilitating business requirements and process documentation thorough to implementation, and closure in accordance with approved scope, timeline, resources, and budgets. The position is customer service focused and is key to understanding the business goals and objectives with a commitment to meeting

project deadlines while consistently communicating with business stakeholders, internal ITS team, and external vendors to ensure project objectives, quality and expectations are well managed/ delivered.

Responsibilities:

Essential Duties include:

- Responsible for the successful project execution including monitoring and controlling scope, milestones and budget remain on target in agreement with SOW and serving as main point of contact for internal and external stakeholders including vendors
- Plan and manage multiple cross-functional projects or workstreams simultaneously
- Work closely with Business stakeholders and Director to create project plans and charter to establish scope, schedule, cost, communication, risk, quality, and change control
- Define project scope, goals, timelines, and deliverables that support and align with business goals and objectives
- Provide project management expertise in leading the project team through identification of key deliverables, activities, and tasks in order to develop the project schedule, and deliver project within established constraints to ensure relevancy, strategy, quality, and timeliness
- Collaborate and facilitate business requirements gathering, data and process mapping sessions with Business Analyst
- Manage and coordinate the daily work efforts of the project team ensuring tasks, timelines and responsibilities are expectations are clearly outlined
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion
- Manage, monitor, and control project budgets, including estimates, actuals, and forecasts with alignment to project goals and objectives
- Frequently update all project related documentation such as project plans, request for change, status reports, identification of risks or problem areas, analysis of results and proposed resolution
- Provide regular, clear, and concise visibility to project status (timeline, key decisions, dependencies, issues, risks, metrics) on a standard cadence through status reporting and project/resource reviews
- Determine and recommend the need for additional resources and/or consultants working closely with Business Stakeholders and assist in recruitment if necessary, during project lifecycle
- Proactively identify potential issues and risk and develop mitigation plan
- Build, develop, and grow business relationships vital to the success of the project
- Ensure adherence to established IT Project Governance and methodologies
- Effectively manage third-party vendors against the agreement and ensure the delivery of the vendor solution is acceptable to all stakeholders
- Lead collaborations with customers, subject matter experts, designers, and software/quality engineers to maximize project quality and business value
- Upholds and enhances the waterfall and agile methodologies utilized by the organization
- Conduct project lessons learned and create a report which identifies project wins and opportunities for improvement

General management duties - manager:

- Develop, provide input, and/or implement Policies and Procedures

Related Duties:

- Ensure effective and professional communications with all internal/external contacts

- Develop and maintain collaborative relationships at all levels of the organization
- Work in accordance with all CFPC policies, procedures and processes, and all applicable legislation
- Work in accordance with all health and safety requirements
- Demonstrate behaviours aligned with the CFPC Values
- Demonstrate competencies aligned with the CFPC Competency Framework
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
- Participate on special projects as required
- Participate on internal staff committees or working groups as required
- Assist with the onboarding of new team members as required
- Support the team and collaborate with colleagues to ensure department needs are met including absence coverage and cross-training as required

Requirements:

- University Degree in Computer Science, Business or Information Management or Information Systems or related discipline
- Certification in Project Management (PMP) is required
- CBAP/IIBA or recognized business analysis certification considered an asset
- Knowledge of ITIL foundation principles, ITIL certificate considered an asset
- Minimum 7 years' work experience as a project manager implementing technology/software solutions, including all aspects of solution selection, business requirements, process mapping and project delivery
- 2-years' experience in the non-profit/charity sector is a definite asset
- Project management experience implementing one or more of the following:
 - CRM (Customer Relationship Management)
 - Business Intelligence/Analytics and Data Warehouse
 - Digital Transformation
 - Exam Candidate Tracking Systems
 - Website Enhancements
- Experience in Agile project management approach an asset
- Experience working in a collaborative team environment
- Extensive experience in developing of project plans using tools such as MS Project
- Familiar with programming languages, including ASP.NET and .NET
- Familiar with database and operating systems experience with MS SQL and Windows Server
- Proficient understanding of Microsoft products including MS Office Suite, MS SharePoint and MS Teams
- Solid data and digital experience to deliver analysis and reporting as required
- Able to work both independently and in a team-oriented, collaborative environment is essential
- Can conform to shifting priorities, demands and timelines using analytical and problem-solving capabilities
- Ability to read and understand communication styles of team members and contractors who come from a broad spectrum of disciplines
- Persuasive, encouraging, and motivating communication style
- Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments
- Strong presentation and interpersonal skills
- Adept at conducting research into project-related issues and products
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial

- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in English; French is an asset

Working Conditions:

- Office environment
- 8:00 a.m. - 4:00 p.m. or 8:30 a.m. - 4:30 p.m. or 9:00 a.m. - 5:00 p.m. Monday to Friday

If you share our passion, and are committed to living our CFPC Values

please submit a cover letter and your résumé referencing the posting #2021-52 to: careers@cfpc.ca by October 19, 2021.

Important Note: On April 9, 2021, our Executive Team approved our interim relocation guidelines and advised that while we are in Phase 1 of our Return to Office pandemic plan, all employees will continue to work remotely. We are in the process of examining our future New Way of Working model, including the possibility of a fully remote or hybrid remote workplace. Until that decision has been made, and otherwise communicated, our head office continues to be 2630 Skymark Avenue in Mississauga, Ontario. Except for identified senior-level positions, all new employees and internal employees who apply for new positions will be expected to commute to our office in Mississauga at their own expense if required to do so.

The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.

We thank all those who apply but only those selected for further consideration will be contacted.

**Full-Time Equivalent*

