Position Description

Job title: Project Manager & Senior Analyst

Reports to: PMO Manager

Positions reporting to this role: *None*

Role

Manage projects as required and take a lead role in managing the activities around cross business units projects.

Work with Class internal management, support staff, technical staff and product management team to define requirements and propose solutions for the functional design, user interface and workflow for new and improved application features.

Responsibilities

The day to day duties and responsibilities of the position are as follows:

Project Management

- Plan and manage a variety of projects as necessary, ensuring that scope, effort and risks are controlled effectively.
- Report on progress of initiatives, and escalate problems where necessary.
- Manage external Suppliers who are engaged to assist in project delivery
- Adhere to PMO processes and work with PMO team to improve these processes

Financial Services and Superannuation Knowledge

- Develop a working knowledge of superannuation and investment portfolio management and other subject matter expertise related to Class products.

Requirements Elicitation and Modelling

- Use techniques such as workshops and interviews to understand user requirements that are raised during the sales process, by clients requesting support or originating from the product management team.
- Gather requirements from legislation, standards and industry best practices.
- Document requirements using techniques such as user stories and user centred design in our wiki and as part of authoring specific feature specifications in JIRA.

Analysis and Problem Solving Skills

- Analyse, compare and weigh up (sometimes competing) requirements to ascertain how the Class applications and systems should be designed to

function.

- Understand technical, architectural and design limitations and concepts and apply these to requirements to assist the design and development of how new features should be developed.
- Assist clients and our support team if they are having difficulty with the product and ensure that usability, help and training are factored into future product development.

User Interface Design

- Understand common user interface standards and conventions, and their current (or potential) usage in Class applications.
- Apply user centred design and other UI focused approaches to specify user interfaces, navigation and system behaviours for new and existing features.
- Keep abreast of User Interface developments, trends and best practices.

Software Development Lifecycle and Testing Processes

- Demonstrate a good understanding of the SDLC and of current practices in particular with regard to agile development, iterative design and automated and user based testing.
- Assist the testing team with analysis, replication and determination of failures such that failure scenarios can be better documented for the development team to address.

Technical Skills and Tools

- Use issue and bug tracking tools effectively.
- Be able to manipulate data using Excel, SQL and other methods
- Expert user of Microsoft Office, Project and Viso

Key Performance Indicators

Colleague satisfaction as assessed by your manager, your peers and associated project and support staff – note this assessment may be performed either informally by interview or formally via survey subject to the applicable management processes in place at that time. The assessment will include:

- How effectively you execute the above responsibilities (includes pro-activeness, responsiveness and thoroughness)
- How professionally you interact and communicate with your colleagues (and clients if applicable)

Academic & trades qualifications

- Prince2 or PMBOK project management qualification. Or if not, a track record of project management delivery

Work Experience and Skills

Essential

- SDLC and Agile methodology exposure

- Excellent written and oral communication skills
- Experience in running Agile development projects

Desirable
- Knowledge of Australian Superannuation legislation and practice

Personal qualities & behavioural traits
- Ability to work to deadlines
- Collaborative, consultative approach
- Self starter who can take on a project and run with it
- Hands on in delivering projects, with ability to act as Business Analyst as well as Project Manager on a project