IT Project Supervisor

KEY RESULTS ACCOUNTABILITIES

# Share success of the project and its achievements to all stakeholders with lessons learnt.

# Responsible of the project results and report the project progress, related risks and issues to the TRA IT-Team

Manager, PMO, project stakeholders and other RTA executives in co-ordination with the project resources.

# Plan effectively to avoid Change Requests impacting budget, scope or time.

# Determine and assess need for staff and/or consultants and recommend appropriate recruitments during

project initiation.

# Perform other responsibilities associated with the position as appropriate.

# Ensure project deliverables are handed over, measure the quality and timelines of delivery, monitor & control

vendor performance, build excellent relationships through proper Vendor Management.

# Ensure SLAs are included in the scope of all TRA IT projects.

# Foresee potential risks associated with project scope, time and cost, ensure risk response and mitigation plan

are in place, executed and reported.

# Develop and document full-scale project plans, work break down structures, stakeholder matrix, risk and issue

logs, communication plan and associated documents as per PMO methodology.

# Ensure smooth transition/handover of projects to IT Operations and Service Management at the project

closure stage through a formal handover document duly signed-off and ensures a clean project exit within 30

days of project closure.

# Identify issues associated with project and ensure actions are taken to resolve them.

# Ensure the execution of projects is done in line with the RTA IT Enterprise Architecture and all applicable

policies.

# Ensure that RTA ITD PMO methodology is followed throughout the life cycle of a project from Business Case

to Sustenance.

# Prepare technical RFP based on the business case and project requirements in collaboration with business

analyst and procurement department.

# Ensure that business benefits are realized for projects via a formal sign-off from key stakeholders and project

sponsor.

# Conduct project post implementation review to create a recommendations report in order to identify

successful and unsuccessful project elements.

# Define project scope, goals and deliverables that support business goals in collaboration with senior

management and stakeholders.

Qualifications

Education

# Bachelor Degree in Computer Science, Information Systems from a recognized university.

Skills

# Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches

employees to meet high performance standards.

# Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail

orientation.

# Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple

concurrent projects.

# Innovative problem-solver who can generate workable solutions and resolve complaints.

# 8 years of experience, out of which, minimum of 4 years of experience in parking systems/applications

implementation, maintenance and support.

# Knowledge and understanding of parking up to date technology available to determine and develop solutions.

# Exceptional listener and communicator who effectively conveys information verbally and in writing.

# Knowledge of systems management software, remote control, patch management, software distribution, and

computer operating systems.

# Knowledge of network environments and concepts such as TCP/IP, DHCP, DNS, wireless and mobile

computing.

# Performing research activities to gather information on latest developments in parking technology for business

improvements.

# Developing business cases for various parking business needs.

# Knowledge of technical analysis, implementation, configuration, and upgrading of computer hardware,

software, and peripherals.

# Experience working as a liaison between parking business units and IT.

# Knowledge of computer servers, server operating systems, server tools and utilities, and server data backup

and restore.

# Examining and re-engineering parking operations and procedures, formulating policy, and developing and

implementing new parking strategies and procedures.

# Computer-literate performer with extensive software proficiency covering wide variety of applications.

# Resourceful team player who excels at building trusting relationships with customers and colleagues.

# Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining

complex work processes