

PORTFOLIO MANAGER, IT SERVICE DELIVERY

Full Time Employment Opportunity

The Information Technology Services (ITS) Delivery Division is the driving force behind MBLL technological capabilities. ITS oversee the planning, implementation, and management of MBLL's information technologies, ensuring cyber security and maintaining round-the-clock 24/7 technological operations across Manitoba. With Strong focus on reducing complexity, modernizing our technology, and aligning strategies with business objectives, our team is integral to MBLL's success and uninterrupted IT operations. Our commitment to reliability, innovation, and adaptability drives our mission to seamlessly integrate technology with the organization's business strategy. As part of ITS, you will contribute to maintaining our technology infrastructure and supporting core strategies.

Duties:

- Provide a comprehensive view of the assigned project portfolio, including overall status, work in progress, and forecasting.
- Manage assignments for staff, including Project Managers, Project Coordinators and/or Business Analysts.
- Identify resource/time and/or technology constraints through ongoing evaluation of the assigned portfolio.
- Work with other Portfolio Managers and the Manager, IT Project Assurance to identify and address risks that could impact successful project delivery.
- Prioritize allocation of ITS resources across the project portfolio to drive the best value outcome to the business.
- Support all Client Services project resources by actively supporting, educating, and providing advice regarding project governance, project management methodology, good project management practices, and benefits realization.
- Provide a quality assurance role ensuring that Client Services project resources are adhering to the methodology, practices, and standard tools and templates, and that project deliverables are meeting quality requirements.
- Support and oversee the transition of projects into business operations.
- Liaise with ITS managers to consolidate and report on the run-the-business IT projects for the assigned portfolio.
- Champion governance for project/program/portfolio management and execution.
- Keep current with trends and issues in the IT, gaming, retail and distribution industries.
- Facilitate the removal of barriers to project success.
- Compile and monitor metrics relating to portfolio status and adherence to defined processes.
- Measure departmental performance to determine the effectiveness and efficiency of delivery of services to internal and external stakeholders.
- Develop reports, dashboards and other outputs designed to support transparency for all stakeholders.
- Develop reports, dashboards, KPIs, and other tools to support identification of leading indicators of potential issues.
- Analyze project data across the portfolio to:
 - Monitor overall project performance.
 - Track performance against KPIs
 - Ensure adherence to required standards (e.g. class estimates appropriate for the current project stage)
 - Identify capacity requirements/forecasting.
 - Identify and report pending impacts (e.g. timeline dependencies, release plan dependencies, etc.)
- Develop and communicate actions plans to address department performance deficiencies.
- Review processes and reports used to collect performance data for the department.

Primary Qualifications:

- A post-secondary degree or diploma in business management or equivalent experience.
- A minimum of eight years in an IT environment, with significant experience in a senior planning role, and "hands-on" involvement in the development and implementation of several information systems. The last four to six years should be in a management position.
- Intermediate skills in using Microsoft Office (Word, Excel and Outlook).
- Business acumen with strong strategic vision, tactical planning and organizational understanding.
- Knowledge of Project, Program and Portfolio Management methodology, tools and techniques.
- Experience and strong administrative and coordinating abilities.
- Previous experience in long term planning, budgeting, performance monitoring and in the implementation of operational programs.
- Strong communication and interpersonal skills.
- Demonstrated work experience utilizing a view to efficiency, strong leadership and organizational skills, adoption of best practices, strong initiative and ability as a self-starter, excellent human resource management and labor relations skills, and planning and managing budgets.
- Training in human resource management is an asset.
- A Project Management Professional (PMP) designation and ITIL certification is an asset.
- Specific training in project management, portfolio management, service management (ITIL) and managerial accounting is an asset. The incumbent should maintain currency and demonstrate conceptual understanding of current and leading-edge management options.
- Experience as an IT Project Manager is an asset.
- Experience in, or knowledge of, the gaming, retail and distribution industries is an asset.

Secondary Qualifications:

- Bilingual (French/English) language skills.

****Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.

Salary: \$90,209.60 - \$119,579.20 annually
Bargaining Unit: EXEMPT
Location: Buffalo Place

Individuals should apply by completing our online application form at www.mbl.ca/jobs or by submitting a resume and application to careers@mbl.ca

All applications are due by March 20, 2024

We thank all interested applicants, however, only those selected for interviews will be contacted.

Posted: March 7, 2024