



Program Manager Job Description

Summary/Objective

Reporting to the Chief Relationship and Engagement Officer, this position is a key strategic and critical position within the organization that is responsible for managing multiple programs with a variety of stakeholders. This position will be responsible for interpretation and dissemination of project information, process ownership, process improvement, and establishing best practices and processes in the Program Management Office (PMO). This position must possess the ability to work positively with a wide range of individuals. This individual will work closely with the Leadership Team on strategic and programmatic initiatives.

The individual will work in a small team environment but will have significant interaction with network and service providers and members ranging from K-20, higher education, system networks, other regional and national networks, content providers, and application providers.

Position Location: Dallas/Fort Worth Metroplex preferred, Texas residence required.

Travel Requirements: Occasional travel to LEARN member locations throughout the state of Texas.

Functions and Areas of Responsibility

Program Management

- Create templates to capture resources, schedule, project classification, scope, costs, strategic alignment, and other program or project documentation that is required
- Create and define a project classification matrix
- Develop a Resource Management methodology for LEARN and incorporate feedback from the management
- Manage resources in Resource Allocation system as projects change and new requests are added
- Develop agendas and lead Resource Management meetings with LEARN Leadership Team
- Work closely with project sponsor, cross-functional teams, and assigned Project Managers/Coordinators to plan and develop scope, deliverables, required resources, work plan, budget, and timing for new initiatives
- Manage program and project teams and delegate cross-project initiatives
- Identify key requirements needed from cross-functional teams and external vendors
- Develop and manage budget for projects and be accountable for delivering against established business goals/objectives
- Work with the Leadership Team to identify risks and opportunities across multiple projects within the department
- Analyze, evaluate, and overcome program risks, and produce program reports for management and stakeholders
- Define and follow program and project governance (controls)
- Responsible for all stakeholder communication including formal presentations to large audiences.

Project Management

- Set priorities and define project scope, goals and deliverables that support business goals in collaboration with IT leadership and stakeholders.

- Develop full-scale project plans and associated communications documents using appropriate tools. Track project milestones and deliverables.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Communicate with project stakeholders on an ongoing basis.
- Estimate the resources and participants needed to achieve project goals.
- Drive projects from both a tactical and strategic perspective. Coordinate with cross functional business units and internal departments to achieve project goals.
- Draft and submit project budgets and recommend subsequent budget changes where necessary.
- Track project financials throughout the life of all projects.
- Identify and resolve issues and conflicts within the project team.
- Identify and manage project dependencies and critical path.
- Communication at all levels as dictated by the project including ability to create/deliver PowerPoint presentations if needed.
- Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Define project success criteria and disseminate them to involved parties throughout project life cycle.
- Build, develop, and grow any business relationships vital to the success of the project
- Conduct lessons learned sessions and create a recommendations report in order to identify successful and unsuccessful project elements.

Supervisory Responsibility

- Leads and oversees multiple initiatives to ensure that strategies, budgets, revenue targets and project deadlines are planned and met.
- Collaborates with other leaders to prioritize projects, develop, and implement plans, and manage resources and priorities for the organization.
- Provide administrative and functional management within a team environment, including development of staffing plans and goals, hiring and training, professional development, and staff evaluation.
- Provide support, direction, and assistance to Program Management Team on all areas of their assigned duties.
- Recruit, hire, lead, coach, develop, and retain high-performance staff. Responsible for training new employees in policies and procedures and organizing their training in services, outreach, membership, and LEARN processes and systems.
- Escalation point for project-related incidents and issues.
- Develop standardization and consistency through process, procedure, and workflow management.
- Actively participate in the strategic management and direction of LEARN, in coordination with the Leadership Team

Other Duties

- This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Required Qualifications

- Bachelor's Degree
- Active PMP Certification
- Ten years in an advanced management role
- Ten years direct work experience in a Project Management Office
- Ten years' experience managing complex projects in all aspects, from initiation to closure
- Must be able to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
- Knowledge and expertise with various Project Management methodologies
- Strong familiarity with project management tools and software
- Strong analytical, problem-solving, and organizational skills
- Experience at working both independently and in a team-oriented, collaborative environment is essential.
- Experience managing multiple complex projects, with proven ability to execute projects on time and on budget
- Experience with resource allocation utilizing a formal project management information system
- Excellent written and verbal communication skills; experience presenting and communicating to executives
- Must be able to lead and motivate project teams and meet specified deadlines
- Exceptional leadership, time management, facilitation, and organizational skills
- Proficiency in MS Office including Excel, Access, Word, and PowerPoint

Preferred Qualifications

- Master's Degree with a minimum of fifteen years' experience
- Prior experience working with research & education and complex network environments

To apply for this job, please submit a cover letter, resume, and application (found on the next page) in PDF format to jobs@tx-learn.net with "Program Manager" as the subject line.

This Organization Participates in E-Verify



This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

IMPORTANT: If the Government cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact DHS and/or the SSA before taking adverse action against you, including terminating your employment.

Employers may not use E-Verify to pre-screen job applicants and may not limit or influence the choice of documents you present for use on the Form I-9.

To determine whether Form I-9 documentation is valid, this employer uses E-Verify's photo matching tool to match the photograph appearing on some permanent resident cards, employment authorization cards, and U.S. passports with the official U.S. government photograph. E-Verify also checks data from driver's licenses and identification cards issued by some states.

If you believe that your employer has violated its responsibilities under this program or has discriminated against you during the employment eligibility verification process based upon your national origin or citizenship status, please call the Office of Special Counsel at 800-255-7688, 800-237-2515 (TDD) or at www.justice.gov/crt/osc.

E-Verify Works for Everyone

For more information on E-Verify, please contact DHS:

888-897-7781

www.dhs.gov/E-Verify

NOTICE:

Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.



E-VERIFY IS A SERVICE OF DHS AND SSA

The E-Verify logo and mark are registered trademarks of Department of Homeland Security. Commercial sale of this poster is strictly prohibited.



APPLICATION FOR EMPLOYMENT

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Qualified applicants are considered for employment without regard to race, color, religion, gender, national origin, age, mental or physical disabilities, marital status, veteran status, sexual orientation, gender identity and/or expression, genetic information, or any other characteristic protected by applicable law. All employment decisions shall be consistent with the principles of equal opportunity employment. Accommodations to enable all individuals to participate in the application process may be provided upon advance request.

ANSWER ALL QUESTIONS - PLEASE PRINT

Applicant's Name (Last) (First) (Middle)*		Date of Application
Are you known by any other names or aliases, including a maiden name? * <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, what name(s) are you known by?		
Applicant's Current Address (Address, City, State, Zip)*		
Applicant's Email Address		
Date of Birth*	Telephone	Date Available for Work
Position(s) Applied For (List Job Titles)		Status Desired <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Temporary
Referral Source <input type="checkbox"/> Advertisement <input type="checkbox"/> Employment Agency _____ <input type="checkbox"/> College/Career Placement Office <input type="checkbox"/> Job Fair <input type="checkbox"/> Employee <input type="checkbox"/> Other		
Have you filed an application or been employed here before? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes give date(s)		
Are you 18 years of age or older? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you eligible to be lawfully employed in the United States (proof of citizenship or immigration status will be required upon employment)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you now, or will you in the future, require sponsorship for employment visa status (e.g., H-1B visa status, etc.) to work legally for our Company in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No		
List any friends or relatives employed by the company. What is the relationship?		
Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide all detail** **Conviction of a crime will not automatically disqualify you from employment.		

EMPLOYMENT EXPERIENCE (List relevant work experience. Start with your present or last job. Include military service assignments and volunteer activities)

Date From	Employer Name	Employer Address		
Date To	Employer Phone Number	Job Title	Starting Salary / Hrly Rate	Final Salary / Hrly Rate
1	Supervisor	Reason for Leaving		
	Work Performed			May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, What name?			
Date From	Employer Name	Employer Address		
Date To	Employer Phone Number	Job Title	Starting Salary / Hrly Rate	Final Salary / Hrly Rate
2	Supervisor	Reason for Leaving		
	Work Performed			May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, What name?			

Date From	Employer Name	Employer Address		
Date To	Employer Phone Number	Job Title	Starting Salary / Hrly Rate	Final Salary / Hrly Rate
3	Supervisor	Reason for Leaving		
	Work Performed	May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, What name?	
Date From	Employer Name	Employer Address		
Date To	Employer Phone Number	Job Title	Starting Salary / Hrly Rate	Final Salary / Hrly Rate
4	Supervisor	Reason for Leaving		
	Work Performed	May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Are you known by another name or do you have a maiden name? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, What name?	

REFERENCES (List professional references only. Do not list friends or relatives)

Name and Title	Address / Phone Number

Education	Name and Address of School	Course of Study	Did you Graduate?	List Diploma / Degree
High School				
College				
Other (Specify)				

PRE-EMPLOYMENT STATEMENT

I represent that my responses set forth in this application are truthful, accurate, and complete. Any and all false or inaccurate statements made by me in this Application or otherwise during the employment evaluation process shall be grounds both for rejecting my Application for employment and, should I be hired by Company, termination of my employment.

I authorize representatives of Company to contact educational institutions and employers designated in this Application for purposes of verification and investigation of my educational and employment background and performance. Such individuals and organizations are authorized to release such information as may be requested by a Company representative. I hereby release all such persons from liability or damages incurred as a result of furnishing such information. I understand that an unsatisfactory reference shall be grounds both for rejecting my Application for employment and, should I be hired by Company, termination of my employment. Should I be employed by Company, I understand that I could be subject to an outside probe if accused of wrongdoing.

Submission of the application does not entitle me to be interviewed by Company. Further, nothing in this Application or in the employment evaluation process shall be construed as either an offer of employment or an obligation on the part of Company to provide any benefit to me. Should I be employed by Company, I agree to comply with any and all employment rules and policies of Company.

After reading all of the terms of this application. I hereby affirm that I understand and agree to the provisions of the same. I also agree that my employment with the Company is on an "at-will" basis, meaning that such employment may be permanently discontinued by either the Company (through discharge or lay/off) or myself through voluntarily quitting at any time without notice and without any recourse of any kind by either party.

I affirm the information in this application is true and complete, and any intentional deception herein may be considered sufficient cause for dismissal.

Date*

Applicant's Signature*

***Required for Background Check**