Regional Transportation Authority

Manager, Program Manager Office

The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the position of Manager, Program Manager Office.

Under the direction of the Chief Information Officer, the Program Management Office (PMO) manager is primarily responsible for IT project portfolio management, project scope definition, budget management, planning, communication, risk management, and program management in alignment with the RTA mission and objectives. This position will tackle difficult enterprise-wide business and technology problems to resolution.

Responsibilities include but are not limited to:
1. Directs, oversees and coordinates activities of large complex design and development and/or production programs to ensure that goals and objectives are accomplished within prescribed contractual requirements by performing the program management duties personally or through subordinate Project Managers.
2. Actively and consistently support all efforts to simplify and enhance the customer experience. Work with the business leaders to identify process improvement opportunities and system solutions. Develop strong partnerships with project sponsor organizations to optimize delivery for programs.
3. Partner cross functionally to deliver projects in a manner that optimizes the delivery approach across the enterprise. Implement and enhance consistent program management best practices to ensure optimized product and project delivery aligned with company initiatives and expectations
4. Manage relationships with leaders who are responsible for direct project planning, capital budgeting and resource allocation. Evaluate strategic initiatives and consult with all levels of leadership to communicate program strategy, direction and changes.
5. Review selections on bids for contracted projects, and provide recommendations as necessary. Provide input into the capital budget process for the organization and the programs; execute the approved IT budget plan
6. As the primary customer interface, responsibilities include but are not limited to, written and verbal communication of program status, technical performance and negotiation of contractual changes as required.

The ideal candidate should possess the knowledge, skill, and mental development equivalent to the completion of a Bachelors/Masters Degree in Computer Science, MBA or a related field, or equivalent experience. PMP Certification is preferred.

Looking for a minimum of ten (10) years of experience which may include managing multi-project programs for technology services, from development through launch and product evolution working across cross-functional teams. Ability to prioritize multiple tasks and projects while maintaining deadlines and managing resources. A deep understanding of program management tools, approaches, and metrics in order to manage complex, multi-disciplinary programs is imperative. Excellent analytical, negotiation, diagnostic, and problem-solving skills. Ability to manage and work in teams and work with minimal supervision. Strong people skills including, coaching, mentoring, performance management, and developing teams. Strong project management, customer service, planning and organizational skills, and the ability to bring conflicting viewpoints to consensus are needed. Must be able to maintain confidentiality. Excellent verbal and written communication skills, ability to present in both technical and non-technical terms and translate concepts and requirements into tangible business solutions.

Demonstrated technical proficiency in the following areas is needed:
- Excellent skills needed to implement program management strategies, disciplines, and theories into a shared vision.
- Advanced understanding of the core business processes and existing system capabilities.
- In-depth knowledge of consulting skills and business process re-engineering.
- Advanced skills in successfully managing complex, enterprise-wide IT programs and project budgets.
- Advanced ability in mitigating risk and implementing contingency plans.

- Advanced ability to use personal computer and software applications particularly project management tools.

The work is performed in a normal office environment except that the server room may be cooler than a normal office. Work involves periodic lifting and moving of computer equipment weighing up to 75 pounds as required to install, remove items for service or inventory equipment. This position requires periodic after hours and weekend duty and the incumbent must be able to work a flexible schedule.

The RTA offers a competitive compensation and benefits package. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

Minimum salary is $82,150

Please submit a cover letter, resume and salary history to:
Regional Transportation Authority
Human Resources, Attn: 12-MPMO
175 W. Jackson, Suite 1650
Chicago, IL 60604

To apply online, go to: https://www.rtachicago.com/jobposting/?job=111

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