

THE YORK WATER COMPANY
Job Description

JOB TITLE: IT Project Manager / Business Analyst

EXEMPT: Yes
DIVISION: G&A

DEPARTMENT: Information
Technology Department

LOCATION: Main Office and other
locations as necessary
REPORTS TO: Chief Administrative
Officer

PREPARED BY: Human Resources
APPROVED BY: CAO

DATE: April 2023
DATE: April 2023

SUMMARY: Manage IT projects and initiatives across the organization, as well as performing business analysis functions. Able to work closely with stakeholders across various departments to define project goals, scope, and timelines, and will manage all projects through their entire lifecycle. This employee will also gather and analyze business requirements to identify opportunities for process improvement and recommend solutions to enhance business operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Develop and maintain project plans, timelines, and budgets, and ensure that projects are completed on time and within budget.
2. Identify project risks and develop strategies to mitigate them.
3. Coordinate project resources, including team members, contractors, and vendors.
4. Communicate project status and progress to stakeholders, including senior leadership.
5. Collaborate with business and technical teams, both internally and externally, to define project scope and requirements.
6. Conduct business analysis to identify opportunities for process improvement.
7. Facilitate requirements gathering and documentation.
8. Develop and maintain business process maps, workflows, and other documentation.
9. Develop and recommend solutions to enhance business operations.
10. Ensure that projects are aligned with organizational goals and priorities.
11. Ensure that all project deliverables meet quality standards.
12. Conduct project post-mortems to identify areas for improvement.

Job Description
Job Title: IT Project Manager / Business Analyst

SUPERVISORY RESPONSIBILITIES:

Serves as the lead for various projects and plans and assigns work in that capacity.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

- Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field
- At least three years of experience in IT project management and business analysis.
- Prior leadership and project management experience required.
- Direct supervisory experience is preferred.

OTHER SKILLS:

- Strong knowledge of project management methodologies and tools
- Excellent communication, presentation, and interpersonal skills
- Strong leadership and team management skills
- Ability to manage multiple projects simultaneously.
- Strong problem-solving and analytical skills
- Experience working in a fast-paced, dynamic environment.
- Experience managing projects that are not related to software development is a plus.
- Collaborate with and across multiple functional teams.
- Expert-level use of standard office equipment, ERP systems, and computer software, including Microsoft Office Suite products.

PHYSICAL REQUIREMENTS:

- Ability to walk, sit, stand; occasionally required to stoop, kneel, crouch and bend.
- Required to sit for extended periods of time.
- Required to talk, hear, and see. Vision requirements include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and differentiate between colors.
- Ability to ascend and descend stairs.
- Occasional lifting of up to 50 lbs.

Job Description
Job Title: IT Project Manager / Business Analyst

- Dexterity is mandatory as this job requires frequent use of hands and fingers, including keystrokes on the computer and keyboard, and calculator.
- Ability to work under stress and additional hours in order to meet deadlines.

WORK ENVIRONMENT:

- The position primarily works in an office environment, seated at a desk for extended periods of time.
- This position works onsite full-time.
- Frequent and ongoing interaction with other employees and partners.
- Travel per month is approximately 15-20% between company locations as necessary.
- The noise level in the work environment is usually moderate.