



Shape a place
where people
want to be

Position Title: Supervisor, Project Management

Position Status: Full-Time Regular

Department: Corporate Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level M2 (\$126,613.83 - \$148,970.80 annually) (2024 wage rates)

Our Corporate Services Department is seeking a Supervisor, Project Management who will manage IT work intake and prioritization, facilitate planning across stakeholders, and support delivery teams by ensuring alignment with established PMO frameworks and practices.

You are a PMO leader who oversees IT work intake and triage, works closely with stakeholders to plan initiatives, continuously improves project planning processes, and ensures adherence to established project management process groups.

The Supervisor, Project Management reports to the Division Manager, ERP Systems, Digital Strategy & Project Management.

This role:

- Manages the implementation and ongoing support of the IT Project Management Office, Change Management plan. Supervises regular client department and IT meetings. Works collaboratively to lead large scale and interdepartmental systems implementations, support, and upgrades. Acts as project manager for major MV business systems development/enhancement projects.
- Contributes to preparing and managing the Division's budget and is responsible for monitoring and controlling spending ensuring the effective and efficient expenditure of allocated funds. Contributes to short and long term planning.
- Manages a complex portfolio of work and provides highly specialized support, guidance and oversight for the IT Project Management Office and associated projects of varying size and complexity.
- Keeps current with emerging technologies and trends and develops standards, policies and procedures to ensure work is performed in accordance with current best practices. Manages the IT dependency process. Makes

decisions regarding requests requiring additional business casing. Evaluates and develops technical solutions to address business needs including challenging matters related to change management.

- Contributes to preparing and evaluating requests for proposals for the IT Project Management Office. Makes recommendations for awarding contracts ensuring the long-term viability and compliance of solution with corporate standards and policies. Participates in the negotiation and administration of contracts with vendors; develops and maintains relationships with vendors.
- Manages the planning and delivery of diverse projects and ensures projects are managed using sound project management principles and methodologies.
- Acts as a resource to resolve issues encountered by staff and clients. Assesses and evaluates performance issues and makes decisions regarding the best approach for resolving problems. Addresses sensitive and complex issues regarding client dissatisfaction, scope and budget creep and works collaboratively to bring projects back on track making decisions to escalate matters to a more senior level as required.
- Makes decision regarding resources required and work assignments for staff and contractors. Provides leadership to staff and contractors for making decisions, setting priorities, developing work strategies and engaging and communicating with clients. Responsible for establishing governance, controls, procedures, templates and tools for business application delivery and maintenance. Addresses resource gaps by reassigning staff, prioritizing work and hiring consultants as required.
- Hires, supervises, directs and develops staff, monitoring performance towards division, department, and corporate objectives. Ensures staff adhere to corporate workplace conduct policies. Leads, coaches, and develops staff recognizing the importance of training.
- Performs other related duties as required.

To be successful, you have:

- 5 years of recent, related experience supplemented by a university degree in Computer Science, Business or other relevant discipline; or an equivalent combination of training and experience.
- Experience with project or work management tools (e.g. Azura DevOps, Jira) is considered an asset.
- Certification as a Project Management Professional is an asset.
- Sound technical knowledge and analytical abilities related to information technology; information systems; computer applications; and IT systems planning at the enterprise level. Demonstrated ability to provide solutions in accordance with corporate policies and industry best practices. Broad knowledge of IT infrastructure and architectures and ability to align solutions accordingly.
- Demonstrated ability to develop and implement system processes that address operational requirements and business practices while obtaining maximum benefit from the application.
- Sound knowledge and understanding of asset management principles including benchmarking and performance indicators from a systems support perspective. Demonstrated ability to analyze user issues and develop requirements to change or modify processes, procedures or systems.

- Sound knowledge and understanding of Metro Vancouver’s business functions, processes and objectives. Ability to provide advice, solutions and recommendations aptly suited and tailored to differing business needs. Considerable knowledge of corporate policies, procedures, goals and regulations.
- Sound written and oral communication skills. Ability to provide clear instructions and translate highly technical information to language easily understood by a variety of audiences. Ability to write and revise memos, reports, and recommendations.
- Demonstrated ability to establish and maintain effective working relationships with internal and external contacts. Strong customer service orientation and ability to tactfully respond to inquiries and complaints and effectively resolve the concerns of sometimes highly frustrated client groups. Proven ability to work cooperatively with others; ability to deal with disagreements and prevent the escalation of conflict.
- Ability to manage and monitor budgets ensuring the effective and efficient expenditure of allocated funds within the approved budget. Ability to manage contracts with service providers and contractors.
- Demonstrated supervisory skills and abilities including the ability to consistently apply and explain corporate policies and collective agreements. Provides constructive and motivating feedback to staff.
- Ability to use judgment to resolve complex problems with considerable impacts on the ability to conduct business effectively and efficiently. Acts as a resource to staff for advice and guidance on potential approaches and problem situations. Demonstrates persistence in overcoming obstacles.
- Valid BC Class 5 Driver’s License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by July 2, 2026.