

ARAINN CONSULTING INC.

Senior IT Project Lead (Contract)

We have an immediate need for a contract experienced senior IT Project Lead. The scope of this project includes procurement and integration of 3rd party applications and/or new development and/or changes to existing Call Centre applications.

Project Scope includes:

- Upgrade of the Contact Centre Agent Desktop from iView to CIMplicity
- Upgrade/implement/replace Contact Centre Auxiliary systems such as NICE, Nuance, Oracle(10g and 11i), Brio/Hyperion and multiple Genesys sub systems
- Upgrade and integrate the Contact Centre Infrastructure Foundation
- Upgrades core Genesys components
- Integrate with the IP based PBX
- Simplify current architecture, routing and reporting mechanisms
- Implement standards based Contact Centre Reporting

Technologies include:

- Genesys Contact Centre Voice Portal, Routing and T-server
- Genesys auxiliary systems- CCPulse, Contact Centre Analyser, Call Concentrator
- Configuration Management, Framework Solution Control Interfaces, Framework Configuration Manager NICE, Brio/Hyperion and Nuance
- Networking – JTAPI, Cisco (Cisco OS, VLAN, MPLS, Qos), IP and TDM protocols.
- Reporting – Info Mart, Interactive Insights, Crystal Reports
- Development – Genesys Designer/Composer, .NET, JAVA, Eclipse, Oracle and SQL

Vendor partners include:

- Bell
- Genesys
- Telus
- Cisco
- Aria

The selected contractor must have demonstrated the ability to manage large, complex IT development and infrastructure projects from inception to completion. Previous experience working with Call Centre technology is highly desirable.

Full Job Description:

Reporting to the Project Manager and IS Manager in Charge, the IS Project Lead is responsible for leading and coordinating all aspects required for successful delivery of the IT component. In addition, the IS Project Lead is responsible for developing the appropriate IT project management deliverables necessary to successfully plan, execute, monitor and deliver the IT component of a project or initiative.

Attract the Best

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An advantage for the successful candidates would be a demonstrated ability to:

Work effectively with cross functional IT teams including Architecture, Infrastructure, Development, Vendor and others

- Produce project management deliverables such as Scope Statements, IS Project Management Plans, IS Schedules, IS budgets
- Manage all phases of an IT project

The IS Project Lead's duties and responsibilities will include, but are not limited to:

- Developing the It Impact Assessment and IS Statement of Work.
- Managing and reporting on project schedule and project budget
- Assembling and managing the project team.
- Directing the resources and provide mentorship and team building skills as required.
- Proactively identifying and managing variances to the project schedule and budget
- Proactively identifying and mitigating project risks to the project
- Maintaining Risk Management, Change Management, and Issues Management logs
- Ensuring adherence to ISD standards and guidelines and solution architecture guidelines
- Ensuring all documentation deemed relevant for the building and maintenance of the business system solution is produced to ISD standards
- Ensuring IS project communications and IS change control needs are addressed
- Ensuring appropriate and timely implementation planning is conducted for successful delivery of the business system solution
- Ensuring the training and transition to operational support has been completed.
- Ensuring appropriate service level agreements are in place to support the business application.
- Ensuring production support is provided for during transition to operational mode
- Adhering to the IS Solutions Project Management Methodology and preparing project management deliverables, as required
- Producing status reports.

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