Position Description

Title: PMO Analyst  
HEW Level: HEW 8  
Faculty/Office: Project Management Office  
Department/Team: Information Technology  
Date: January 2020  
Position Number:  

Position Purpose: To ensure the efficient and effective running of the PMO practice by providing analytical, planning, reporting and governance support, methodology upkeep and project quality management support for a program of works.

ORGANISATIONAL CONTEXT

Macquarie University Information Technology embraces the university mission to be bold, distinctive, progressive and transformational.

Information Technology is a trusted business partner with an ethos of service but not subservience, and we pride ourselves in the application of a strong collaborative partnership approach to transformation across the University.

We strive for the efficient provision of commoditised services in order to better support the areas where we should be unique across the education, research and health portfolios within the University.

The Information Technology Program Management Office provides greater senior level project governance capacity and capability to ensure successful project delivery and benefits realisation.

The PMO Analyst is responsible for ensuring the efficient and effective running of the PMO practice by providing analytical, planning, reporting and governance support, methodology upkeep and project quality management support for a complex program of works.
### KEY ACCOUNTABILITIES

- Track and analyse projects by reporting on performance against agreed KPIs, key risks, variances and trends.
- Provide accurate, timely and transparent resource and financial information and reports to senior leadership and business stakeholders.
- Prepare, analyse and maintain program performance dashboards (risks, issues and milestones).
- Analyse resources required for project delivery to identify resource capacity and update capacity plans and forecast to ensure resource allocations meet project requirements.
- Initiate and maintain project scheduling and milestone reporting, as well as coordinating the risk and issue management process across the portfolio.
- Monitor and analyse project financials including assessing variances, reforecasting, accruals, transfers and month end process.
- Facilitate project Gate Reviews (scheduling, Gate Review panel composition and provision of pre-read materials) including capturing project Gate Review actions and ensuring timely resolution of those actions. Act in an independent reviewer capacity, as required.
- Provide Project Portfolio Management training and support to the specified Project Team.
- Ensure projects are in adherence to PMO procedures, policies and governance. Ensure documentation is completed in line with framework, and project templates are up to date, adhered to and rolled out effectively.
- Support the Director and Associate Director in ensuring a consistent focus on the delivery of Macquarie IT portfolio and that milestones, quality criteria are met within the PMO standards.
- Participate in change activities and adopt new ways of working to support organisational changes required to create and sustain IT and Faculties’ technology capabilities.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Associate Director, Project Management Office</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: nil Indirect: nil</td>
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<tr>
<td>Key Direct Clients:</td>
<td>• Executive • Heads of Office, Heads of Dept, Senior Managers • Project Managers • Immediate team members • Other staff members in own Office or department • Particular staff members in other Offices and Faculties</td>
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<tr>
<td>Other Key Relationships:</td>
<td>• Project teams • MQ staff in general • MQ students • Other external contacts • Change management team</td>
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<td>Budget Accountability:</td>
<td>nil</td>
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<td>Role-specific Conditions:</td>
<td>Criminal History Check</td>
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<td>Scope and autonomy</td>
<td>Develops and/or modifies programs, processes, systems and/or policies that may impact University-wide projects, process improvements and/or initiatives.</td>
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<td>Problem-solving</td>
<td>Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs.</td>
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# CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tbody>
<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus</strong>: Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Tracking Performance</strong>: Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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**REQUIRED KNOWLEDGE**
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Tertiary qualification or diploma in Information Technology, Information Systems or a combination of relevant experience and training.
- Knowledge of project management tools and techniques.
- PRINCE2 Foundation, CAPM or RegPM (CPPP) certifications.
- Microsoft Office Suite and Microsoft reporting tools
- PRINCE2 Practitioner or P3O certification highly regarded.
- ServiceNow experience highly regarded.

**ACQUIRED KNOWLEDGE**
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of Information Technology’s functions and structure.
- Knowledge of Information Technology’s policies, systems, processes and procedures.
- Knowledge of how the University works and how relevant functions across the University interrelate.

**KEY EXPERIENCES**
Practical experiences and exposure to specific environments or activities related to successful performance.

- Extensive experience as a PMO Analyst or similar role in a complex environment.
- Experience working in a PMO of more than $20 million portfolio capex.
- Experience in contemporary Project Management methodologies such as PRINCE2, Agile, PMBOK.
- Experience with business transformation projects.
- Proficient with Microsoft Project Online, Project Server, MS SharePoint, MS Project Professional or MS Visio.
- Experience with data analysis and report preparation using Microsoft reporting tools.
- Strong analytical and numerical skills with experience in monitoring and analysing project financials and budgets.
- Excellent written and verbal communication skills with demonstrated ability to develop and maintain relationships with clients and stakeholders at all levels.
- Highly proficient with MS Office Suite.