

Candidate Summary

Please see the examples below before filling the Mandatory and Desired Skills

Job ID	RQ05388 – Program Manager – Senior
Full Legal First Name*	
Full Legal Last Name*	
DOB (MMDD)*	
Hourly Rate*	
Annual Salary expectation*	
Location*	Hybrid(Ontario)
Status in Canada*	
#Business Days	247
Hours per day	7.25
Office Location	

Must Haves “Mandatory” Requirements:

	Skill Indicated in the Assignment MSP Notes	Candidate Experience	Skill Summary	Skill Present on Resume
M1	Previous Program Manager experience in the Public Sector. Strong communication and presentation skills. Ability to think and act strategically. Big picture thinking, and solid understanding of program scope, management, and operations.			

M2 Strategic Planning and Management:

- Ability to think and act strategically.
Big picture thinking, and solid understanding of program scope, management, and operations.
- Good understanding of the wider objectives and how to ensure strategic alignment of the program to business priorities.
- Experience leading organizational development, strategy development, business, and program planning.
- In-depth knowledge and experience producing program and project management artifacts and deliverables required to support program strategic objectives.
- Ability to work positively with the wide range of individuals and stakeholders involved in program management.
- Strong leadership and management skills and experience.
- Strong stakeholder management and communication skills and experience.
- Strong presentation and meeting facilitation expertise.
- Experience handling difficult situations and managing stakeholder alignment to ensure program success.
- Ability to find innovative ways to resolve problems and pro-actively manage program issues and risks.
- Ability to use appropriate strategies and actions to proactively overcome resistance to change and capitalize on forces in support of change during all stages of program projects – concept, definition, planning, implementation, and close-out.
- In-depth knowledge of strategic program budgeting and resource

	allocation methods and techniques to ensure program success. <u>Nice-to-have qualifications:</u> •Experience with the coordinated planning, management, and execution of organizational change initiatives •Outstanding knowledge of performance evaluation processes •Experience with procurements, managed services, and vendor management •Experience with APIs, solution integration and customer experience platforms •Experience with iterative and agile delivery •Experience with journey mapping •Experience with developing and advancing transformational roadmaps •Experience with managing and delivering end-to-end programs/projects with focus on solution integration, platform modernization •Experience developing and delivering presentations to a wide variety of audiences including executives. •Experience and/or thorough understanding of the long-term care sector including residential facilities, nursing homes, retirement homes and assisted-living facilities. •Knowledge of long-term care regulation, compliance, policies, responses and their implementation. •Experience and/or knowledge of capital builds, licensing, inspections, incident and complaints reporting and investigations.			
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M3	<u>Program Management Skills and Experience:</u> 5+ years' proven experience as a Program Manager or other Managerial position: •Experience developing and managing program and project scope, schedules, and deliverables. •Experience with monitoring and forecasting program and project costs and provide reporting and input to ensure targets are met. •Experience with effective management of program budgets ensuring a high level of fiscal control and accountability including estimates, forecasts, and reconciliation/confirmation of actuals. •In-depth knowledge and handling of project and program management methodology and techniques. •Ability to promote I&IT program and project management best practices and adherence to standard methodologies. •Experience gathering and developing business and technical requirements to create and maintain a detailed program, project schedule and/or integrated plan. •Experience directing program and project teams to ensure program and project deliverables are delivered on time and adhere to government and ministry standards. •Extensive experience coordinating and monitoring program and project processes developing/communicating guidelines and procedures. •Experience with resolution of resourcing and inter-personal conflicts, negotiates changes to resourcing, ensuring knowledge is shared among team members, and program objectives and deliverables are met in a timely manner.			
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	•Ability to proactively identify potential program risk events and issues before they occur including identification of appropriate mitigating strategies and plans. •Experience with effective articulation and prioritization of issues and risks to senior executive levels and recommendations of mitigation strategies for decision makers. •Experience with establishment and facilitation of program steering committee and stakeholder forums and meetings. •Experience with providing, project, program, and/or portfolio reporting to multi-stakeholders at senior executive levels. •Experience with promoting Public Sector I&IT standards and best practices for project management to facilitate control of system quality, adherence to standard methodology and the control of the use of I&IT resources •BSc/BA Diploma in Management or a relevant field •PMP is an asset.			
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M4	<u>Digital, Data, Analytics, and Information Management Skills and Experience:</u> Strategic/analytical experience leading development and deployment of large scale, multi-million dollars Digital Transformation, Information Management, Big Data Analytics Cloud/On prem, AI – ML, Data Warehouse, Data Integration/Management/Governance, Cloud Migration in Healthcare Industry. Knowledge and understanding of Data and Information Management principles, concepts, policies, and practices. Extensive experience in data warehouse design, architectural planning, performance analysis and business intelligence solutions. Strong knowledge and exposure to Big Data design and architecture with wide range of tools and technologies. Experience with leading design and performance analysis of various large systems with sub-second response times. Experience with leading the planning and deployment of a next generation, scalable, unified platforms, with understanding what data is stored, end-to-end data flow, including data sources and who uses it. Experience with implementing API (e.g., FHIR API) and HL7 connectors, standards and protocols required for data capture/ingestion. Experience with implementing foundational capabilities in the areas of Data Privacy and Classification, Accountability and Ownership, Policies and Standards, Data Catalogue and Lineage, Data Quality Management, Data Storage and Retention and Master and Reference Data Management.			
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M5	<u>Public Sector Experience:</u> •10+ years of experience working with federal/provincial/broader public-sector healthcare providers •In-depth knowledge of Public Sector Program/Project Management artifacts (or similar), processes and practices, and ability to produce program level documentation that comply with industry standard practices •In-depth knowledge of industry standard such as Program and Project Management Institute (PMI) and Public Sector I&IT project management methodologies. •In-depth knowledge and experience with Public Sector Health related projects •In-depth knowledge and understanding of Ministry policy and IT project approval processes and requirements •Experience adopting and adhering to Public Sector Unified I&IT Project Methodology, Public Sector Enterprise Architecture and Public Sector Gating process, and Public Sector Standard Systems Development Methodologies •Solid experience with large complex IT Health-related projects and programs •Knowledge and understanding of Accessibility for Ontarians with Disability Act (AODA) and related regulations and standards.			
M6				
M7				

Nice to Have “Desirable” Skills and Attributes:

	Skill Indicated in the Assignment MSP Notes	Candidate Claimed Experience	Skill Summary	Skill Present on Resume
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D1	Experience with the coordinated planning, management, and execution of organizational change initiatives. Outstanding knowledge of performance evaluation processes. Experience with procurements, managed services, and vendor management Experience with APIs, solution integration and customer experience platforms Experience with iterative and agile delivery Experience with journey mapping Experience with developing and advancing transformational roadmaps Experience with managing and delivering end-to-end programs/projects with focus on solution integration, platform modernization Experience developing and delivering presentations to a wide variety of audiences including executives. Experience and/or thorough understanding of the long-term care sector including residential facilities, nursing homes, retirement homes and assisted-living facilities. Knowledge of long-term care regulation, compliance, policies, responses and their implementation. Experience and/or knowledge of capital builds, licensing,			
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	inspections, incident and complaints reporting and investigations.			
D2	PMP is an asset			
D3				
D4				
D5				
D6				

References

Reference #1:

<i>Client Organization:</i>	
<i>Contact Person:</i>	
<i>Contact Role</i>	
<i>Telephone #:</i>	
<i>Email Address:</i>	

Reference #2:

Client Organization:	
Contact Person:	
Contact Role	
Telephone #:	
Email Address:	

For **each** Mandatory Requirement and Desirable Skill or Attribute, unless otherwise requested, provide:

- The client work was performed for as well as the dates (month and year) and duration of the engagement
- A list of the project(s) and/or role(s) in which the candidate's experience was obtained. Include a brief overview of the project/role and an achievement or result(s) specific to the requirement.
- A reference to the candidate's resume where additional information pertaining to the requirement can be found.

Refer to the example responses below. Candidate responses should explicitly address the requirement and be structured as per the **Quality Response** table below. Avoid responses similar to those in the **Poor Responses** table.

Must Haves "Mandatory" Requirements:

Quality Response					
	Skill Indicated in the Assignment MSP Notes	Minimum Experience Required	Candidate Claimed Experience	Candidate Skill Summary	Skill Present on Resume

M1	DevOps Testing Experience	5 years	8 years	Senior resource with DevOps experience obtained from the following projects: ABC Company: DEF Project, Senior QA Consultant, January 2017- December 2020 (3 years). Project 1	☒
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				· Brief overview of the project/role and the project budget. · Achievement or results pertaining to the requirement. · Reference to candidate resume where additional information pertaining to the requirement can be found. XYZ Company: Senior Test Manager, December 2011 – December 2016 (5 years 1 month). Project 1 · Brief overview of the project/role and the project budget. · Achievement or results pertaining to the requirement. · Reference to candidate resume where additional information pertaining to the requirement can be found. Project 2 · Brief overview of the project/role and the project budget. · Achievement or results pertaining to the requirement. · Reference to candidate resume where additional information pertaining to the requirement can be found.	
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M2	SOAPUI	5 years	10 years	Senior resource with SOAPUI experience obtained from the following projects: ABC Company: DEF Project, Senior QA Consultant, January 2017- December 2020 (3 years). Project 1 · Brief overview of the project/role and the project budget. · Achievement or results pertaining to the requirement. · Reference to candidate resume where additional information pertaining to the requirement can be found. XYZ Company: Senior Test Manager, December 2011 – December 2016 (5 years 1 month). Project 1 · Brief overview of the project/role and the project budget. · Achievement or results pertaining to the requirement. · Reference to candidate resume where additional information pertaining to	☒
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0				· Achievement or results pertaining to the requirement. · Reference to candidate resume where additional information pertaining to the requirement can be found. XYZ Company: Senior Test Manager, November 2009 – October 2011 (2 years). Project 1 · Brief overview of the project/role and the project budget. · Achievement or results pertaining to the requirement. · Reference to candidate resume where additional information pertaining to the requirement can be found.	
M3	Automation Testing Experience	5 years	10 years	(see sample above)	☒
M4	Microfocus Load Runner 12.5	3 years	4 years	(see sample above)	☒

M5	Katalon	2 years	2.5 years	(see sample above)	☒
M6	Selenium	N/A	1 year	(see sample above)	☒

Nice to Have “Desirable” Skills and Attributes:

	Skill Indicated in the Assignment MSP Notes	Minimum Experience Required	Candidate Claimed Experience	Skill Summary	Skill Present on Resume

D1	AODA Testing compliance	1 year	3 years	Senior resource with AODA Testing experience obtained from the following projects: ABC Company: DEF Project, Senior QA Consultant, January 2017–December 2020 (3 years). Project 1 · Brief overview of the project/role and the project budget. · Achievement or results pertaining to the requirement. · Reference to candidate resume where additional information pertaining to the requirement can be found.	☒
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D2					☐
D3					☐
D4					☐
D5					☐
D6					☐

Poor Response					
	Skill Indicated in the Assignment MSP Notes	Minimum Experience Required	Candidate Claimed Experience	Candidate Skill Summary	Skill Present on Resume
M1	DevOps Testing Experience	5 years	8 years	Senior resource with 10 years of experience. Company A: Mar.2011 to Jan. 2014 Company B: Nov 2001 to Feb. 2011	☐

M2	SOAPUI	5 years	120 months	25 years as a QA consultant working on a variety of projects across several sectors.	☐
M3	Automation Testing Experience	5 years		Refer to resume, pages 2, 3, 4, 5.	☐
M4	Microfocus Load Runner 12.5	3 years	1 year	See resume	☐
M5	Katalon	2 years	2.5 years	Worked on Katalon before	☐
M6	Selenium	N/A	1 year		☒

