

IT Project Manager Tufts University

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Posted Jun. 16, 2025, set to expire Dec. 31, 2025

Job Title	IT Project Manager
Department	Tufts Technology Services
Institution	Tufts University Medford, Massachusetts
Date Posted	Jun. 16, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://jobs.tufts.edu/jobs/21984?lang=en-us&iis=Job+Board&iisn=AcademicKeys
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Job Description	

Overview

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Tufts Technology Services (TTS) is a university-wide service organization committed to delivering adaptable, results driven technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff working remotely, hybrid and on campus across Tufts University, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile, and diverse community. We promote a collaborative, forward-thinking, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development.

Fostering a culture of organizational citizenship and making others successful, demonstrating integrity, ethical conduct and optimism, active contribution and continuous learning enables staff to serve the goals and values of the University and creates a fulfilling and positive work experience for all.

What You'll Do

This is a 12-month limited term appointment with potential for extension. The IT Project Manager will work closely with the Operations IT Director for managing the implementation of multiple projects including but not limited to: (1) upgrade to the cloud and redesign of the university workorder system (2) upgrade to the cloud and redesign of the university dining POS and meal planning system (3) implementation hoteling and conferences services solutions and operational vendor project management needs. This position along with Operations IT director is responsible for all phases of the projects, including planning, design, execution, monitoring/controlling and closing. Responsibilities also include managing the process of selecting a third-party vendor and an implementation partner. In addition, s/he will maintain the overall project schedule, manage communications, resources, budgets, project plans, risks, issues, assumptions and perform mitigation activities, manage all stakeholders involved, provide key project metrics when needed, coordinate with other TTS and Tufts IT groups. The IT Project Manager will assist in a 3-month stabilization and transition of the systems to operations and support within TTS.

- Provide project leadership oversight:
 - Maintain the project schedule in accordance with project standards
 - Define, plan, track, adjust, and report on progress of the project
 - Track and report risks, issues, and accomplishments
 - Identify issues and risks impacting the on-time delivery of the project
 - Assist in identifying and resolving issues requiring stakeholder input
 - Execute mitigation strategies for project risks
 - Track and report project budget and associated variance
 - Manage project team in matrix context including Tufts staff, and consultants
 - Manage relationship with 3rd party implementation partner and product vendor:
 - Manage the vendor selection process and select product and project implementation partner with assistance of project committees
 - Work with Tufts staff and project committees for product and partner selection
 - Serve as the overall main point of contact for the vendor/implementation partner
 - Schedule vendor resources
 - Coordinate necessary space and infrastructure

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- Record and monitor labor, approve or reject vendor deliverables
- Manage and coordinate stakeholders communications and expectations:
 - Coordinate with Director, Executive Committee, Steering Committee, implementation partner, key project stakeholders and product vendor, for both projects through meeting, status reports and deliverables.
 - Coordinate with other TTS groups within Tufts and provide timely communications of expectations and tasks to build a collaborative project environment.
- Document Deliverables and Repository:
 - Responsible for gathering and managing the document deliverables including design documents, overall functionality of the solution, training manuals and other documents required for successful completion of the project and future transition to support

What We're Looking For

Basic Requirements:

- Skills and experience typically acquired through a Bachelor's degree in a related field with at least 3- 5 years of IT project management experience
- Experience working on IT related projects especially in higher education or research based sectors; full understanding of the software implementation lifecycle
- Demonstrated experience in leading an implementation in partnership with a 3rd party service vendor
- Demonstrated ability to work across multiple business and IT departments and foster a sense of team
- Must have the ability to establish project standards and manage a team according to those standards
- Exceptional written and oral communication skills with direct experience managing communications with senior leadership, project sponsors, stakeholders and software vendors
- Demonstrated ability to effectively facilitate and lead complex and mission critical focus group/business design sessions
- Experience in identifying, recommending, and changing business processes

Preferred Qualifications:

- Experience managing the expansion and modification of existing systems
- Experience implementing administrative university systems such as facility and building management systems, event planning and financial systems.
- Project Management Institute (PMI) Certification in PMP
- Experience working with data conversion and consolidation from disparate systems
- Experience working with higher education organizations, specifically with faculty and faculty-related concerns.

Pay Range

Minimum \$94,600.00, Midpoint \$118,250.00, Maximum \$141,900.00

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Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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