Position Description

Title	**Project Manager**
Location	Melbourne (or potentially the UK or US) but will regularly work from home. Virtual meetings at many different hours of the day may be required to liaise directly with staff in the UK, Italy, USA, and other locations as they come online. Regular phone & email interactions with teams in the UK, Australia, USA, and Italy.
Reports to	Professional Services Manager
Positions managed	Business Analyst (shared resource)
Liaises with	- RealThing AI staff in the USA, Italy, Australia and the UK. - Product Managers and staff at external customers.
Status	Permanent full time position, 40 hours per week, worked across 5 days. Regular work outside normal office hours may be required to attend international online meetings as RealThing Ai business spans multiple time zones.
Position Purpose	This is one of two roles managing multiple software development projects for external customers (currently NLS - a division of the Library of Congress in the US) and internal (our RealSAM products and RealThing Infrastructure projects). Both NLS and RealSAM are artificial intelligence software projects. There are two roles so that each role can handle projects from each of the areas and provide coverage for each other. RealThing AI are artificial intelligence software engineers with operations in Australia, US, UK, Italy and Indonesia, with a specialization in assistive technology for visually impaired people (our RealSAM brand). It has been operating since 2008. RealSAM was first launched in 2018 and we have been working with the Library of Congress since 2019.

Objectives, Key Results and Activities

Objective	Key Results	Activities
Project Commercial Management	Provide the Account Manager sufficient information so that the profitability of the work can be maintained.	- Attendance @ RT/NLS Weekly Review Meetings - Estimating and Forward Planning every 6 months. - Log Hours in Jira - Review staff Hours logged.
Scrum Management	Enable RealThing to provide Agile development services internally and as specified in the Customers agreed methodology when part of a contract.	- Sprint Planning. - Directly manage BA resources in their allocated hours and video production resources. - Agile Artifacts Update. - Update Weekly Reports. - Update Risk Register. - Prep/Review @ Daily Standup. - Liaise with Customers on Priorities & Groom Backlog. - Oversee the Language Summary Document. - Close out Sprint and Create new Sprints.
User Stories	Enable the Customer to articulate its needs, the rationale for change, and to design and describe solutions that deliver value.	Chair User Stories Meeting on behalf of Customers.
Testing	Ensure that the Customer is successfully able to test the Acceptance Criteria of each User story or Bug fix. Provide testing support and UAT investigations for the Customer	- Release to the customer the test scripts by the end of each Sprint - Assist with the customer UAT results investigations - Release to the customer the developed showcase Videos by the end of each Sprint - Present Showcase Videos in the Showcase Meeting - Review All Testing Documentation before Release - Liaise with Test Team Manager, Test Team & Product Managers. - Prep/Review/Attend client Test Meetings. - UAT Coordination & Signoff.
Support Client	Enable Customers to	- Liaise with the Field Test Manager. - Update Field Test Documentation.

Field Testing	successfully run their field test through coordination of provision of 2nd and 3rd Level support and reporting.	• Attend Field Test Review Meetings. • Manage Investigation of registered bugs.
Other Activities as Directed	From time to time other activities may be identified for delivery	• Attend Weekly PM's Meeting. • Chair Daily Stand up. • Process Improvements on the Project. • Process Manual updating. • Liaise with Client PM on topics as they arise. • Prepare Release Documentation. • QA All Documentation. • Update Tickets in Jira. • Attend Client Technical Meetings. • Follow up on GIT lodgements.

Role Requirements

Attribute	Required or Preferred
Qualifications	
Agile Certification or Qualification. Such as Agile Certified Practitioner® PMI-ACP qualification, Professional Scrum Master I (PSM® I), PRINCE2 Agile or SAFe® Agilist certification	**Required**
University Level Qualification in an IT discipline or related field.	Preferred
Skills & Experience	
Minimum 1-3 years professional experience in PM / Business Analysis / Consulting	**Required**
High degree of credibility with natural ability to communicate and build trust to forge strong relationships with Customer & IT bases	**Required**
Good understanding of Agile Project Methodology and methods of writing user stories and test scripts	**Required**
Will need to think outside 'the box' to overcome issues and find solutions where conflicts and difficulties arise in a prototyping environment	**Required**
Exceptional written and verbal communications skills, with an ability to effectively engage with a wide range of people, including customers, consultants and senior business people	**Required**
Work experience dealing with visually impaired people	Preferred
Experience with JIRA tools and environment for executing SCRUM, interacting with clients and technical team members	Preferred

Personal Attributes	
Able to undertake work outside of normal office hours	Required
Extensive experience with the USA to be able to recognise cultural differences and geographic references.	Preferred

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