



Career Service Authority

Page 1 of 5

IT Project Manager I

GENERAL STATEMENT OF CLASS DUTIES

Performs standard level professional project management work on one or more small information technology projects; supports the work unit by developing and maintaining project/operational metrics and internal processes and by administering and maintaining project management software and tools.

DISTINGUISHING CHARACTERISTICS

The IT Project Manager I is the first class in a four class series; the IT Project Manager series also contains the IT Project Manager II, IT Project Manager III, and IT Program Manager. The main differences between the classes in the IT Project Manager series are the scope of responsibility and size and complexity of the projects managed.

The IT Project Manager I is distinguished from the *IT Project Manager II*, which performs full performance, professional project management work on one or more small to medium information technology projects. The project management work performed by the IT Project Manager II includes leading and coordinating the planning and implementation phases of the project management lifecycle.

The IT Project Manager I is also distinguished from the *IT Project Manager III*, which performs advanced, specialized, professional project management work on one or more medium to large moderately to highly complex information technology projects. The project management work performed by the IT Project Manager III includes managing and coordinating the project planning, implementation, and evaluation phases of the project management lifecycle.

Finally, the IT Project Manager I is distinguished from the *IT Program Manager*, which performs full performance program management work on one or more highly complex or enterprise-wide information technology programs consisting of multiple projects. The program management work performed by the IT Program Manager includes managing the design, development, implementation, and maintenance phases of the program management lifecycle.

Project Management Definition:

Project management is a carefully planned and organized effort to accomplish a specific one-time effort/endeavor and undertaken to achieve a particular aim. Project management includes developing a project plan; defining project goals and objectives; specifying tasks; determining how goals will be achieved and what resources are needed; and associating budgets and timelines for completion. It also includes implementing the project plan along with careful controls to stay on the "critical path" that is to ensure the plan is being managed according to the plan. Project management usually follows major phases including project planning, implementation, evaluation, and support/maintenance.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work over consultants/contractors and other technical and professional staff who are assigned to specific information technology projects.

ESSENTIAL DUTIES

Participates in needs and priority assessments by analyzing business processes and requirements; provides input on the development of functional and technical specifications for new information technology systems.

Maintains project plans, which outline the objectives of the project, scope of work, and project elements; coordinates and implements changes to project deliverables, resources, timelines, and/or budgets.

Participates in the vendor selection process, which includes reviewing submitted bids from contractors and serving as a member of the vendor selection committee; monitors projects for conformance to approved plans and contract specifications.

Monitors project budgets, which includes tracking expenditures and preparing reports detailing the status of the project budget; monitors project performance, service levels and other metrics required to ensure project goals and objectives are being met.

Performs lead work over project personnel who have been assigned responsibility for various portions of a project; confers with senior project management staff to develop or modify work plans, assign and distribute work, and resolve problems encountered during daily operations.

Coordinates project meetings with stakeholders and project personnel to communicate milestones and completion dates; maintains a communication plan and related project status reports for key stakeholders.

Conducts risk and cost/benefit analyses and participates in the management of risk associated with projects to include the development of strategies to deal with unexpected crises and unresolved risks; assists with the implementation of changes to project deliverables, resources, timelines, and/or budget.

Performs project closure activities by compiling metrics related to project success, project attributes, individual productivity, and adherence to defined processes.

Designs, implements, and evaluates project management processes and templates for the project management office; ensures project control systems are in place and provides project data for management; administers and maintains project management software and tools.

Performs other duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, including technical material that is appropriate for the intended audience.

Interpersonal Relationship and Service Orientation - Demonstrated competency in working with a wide range of government departments with diverse business needs, interests, expectations and requirements.

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Teamwork - Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Influencing/Negotiating - Persuades others to accept recommendations, cooperate or change their behavior, works with others toward an agreement; negotiates to find mutually acceptable solutions.

Planning and Evaluating - Organizes work, sets priorities and determines resource requirements; determines short-or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives and to make recommendations.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Knowledge of information systems standards that either are compliant with or derived from other industrial, government and international standards and guidelines.

Knowledge of project management tools, methods, and best practices such as those defined by the project management body of knowledge.

Knowledge of planning, coordination and execution of business functions, resource allocation and production.

Knowledge of the principles, methods and tools for conducting performance assessments of information technology systems (for example customer surveys, system performance measures).

Knowledge of methods and tools used for risk assessment and mitigation of risk.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by ear.

Reaching: extending the hand(s) and arm(s).

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Feeling: perceiving attributes of objects by means of skin receptors.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object from one level to another.

Near Acuity: ability to see clearly at 20 inches or less.

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings. Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Education Requirement:

Bachelor's degree in business, information systems, or computer science

Experience Requirement:

Two years of experience in coordinating and administering phases of an information technology project.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 10/24/2010

ESTABLISHED BY: Melissa Fisher

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new class.