



Career Service Authority

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IT Project Manager II

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance, professional project management work on one or more small to medium information technology projects, which includes leading and coordinating the planning and implementation phases of the project management lifecycle.

DISTINGUISHING CHARACTERISTICS

The IT Project Manager II is the second class in a four class series; the IT Project Manager series also contains the IT Project Manager I, 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 II is distinguished from the *IT Project Manager I*, which performs standard level professional project management work on one or more small information technology projects. The IT Project Manager I also supports the work unit by developing and maintaining project/operational metrics and internal processes and by administering and maintaining project management software and tools.

The IT Project Manager II 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 II 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 but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

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

Level of Supervision Exercised:

Matrix manages and/or coordinates the work of consultants/contractors and other technical and professional staff who are assigned to specific information technology projects.

ESSENTIAL DUTIES

Leads a multi-disciplinary team responsible for performing needs and priority assessments and analyzing business processes and requirements in order to develop functional and technical specifications for new information technology systems.

Develops and gains approval of project plans, which outline the objectives of the project, scope of work, and project elements, including: schedule, project deliverables, funding limitations, procedures for accomplishing staff requirements, and allotment of available resources to various phases of projects.

Coordinates the vendor selection process, which includes drafting requests for proposal (RFP) and requests for information (RFI), reviewing submitted bids from contractors, and serving as a member of the vendor selection committee; administers and monitors contracts, which includes assisting with the preparation of contract negotiations and recommendations then monitoring projects for conformance to approved plans and contract specifications.

Develops and implements project budgets, which includes allocating resources and tracking and approving expenditures; prepares reports detailing the status of the project budget.

Matrix manages and/or coordinates and directs the work of consultants and project personnel who have been assigned responsibility for various portions of a project; confers with multi-disciplinary staff to establish work plan responsibilities and scope of authority; ensures technical proficiency and productivity of project staff and arranges for training as necessary.

Plans and conducts project meetings with stakeholders and project personnel to communicate milestones and completion dates, to provide technical advice and solutions, and to resolve issues that arise during the course of the project; develops and maintains a communication plan and related project status reports for key stakeholders.

Reviews and analyzes project changes requests and makes recommendations related to the execution of these requests, taking into consideration the impact on the project schedule, cost, and resources; implements changes to project deliverables, resources, timelines, and/or budget.

Develops and implements plans to ensure compliance with information technology industry standards and internal architecture and infrastructure protocols; conducts risk and cost/benefit analyses, manages risk associated with projects, and devises strategies to deal with unexpected crises and unresolved risks.

Ensures the quality of project deliverables and obtains user acceptance of completed products or services; performs project closure activities including release of contract and permanent staff from the project, and completing lessons learned and project implementation review of best practices.

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.

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

Financial Management - Prepares, justifies and/or administers the budget for project area; plans, administers and monitors expenditures to ensure cost-effective support of project policies; assesses financial condition of an organization.

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

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

Managing Human Resources - Plans, distributes, coordinates, and monitors work assignments of others; evaluates work performance and provides feedback to others on their performance; ensures that staff are appropriately selected, utilized and developed and that they are treated in a fair and equitable manner.

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.

Strategic Thinking - Formulates effective strategies, determines objectives and sets priorities; anticipates potential threats or opportunities.

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

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.

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.

Knowledge of the organization's mission and functions, and how its social, political and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules and regulations of the organization.

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

Knowledge of methods, principles and tools for managing projects, including acquisition and procurement management.

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.

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration, conduct and understanding the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

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:

Three years of experience managing small to medium sized information technology projects to include experience at the type and level of the IT Project Manager I.

-OR-

Three years of senior professional level information technology experience, of which two years must include practical information technology project management experience at the type and level of the IT Project Manager I.

Education/Experience Equivalency:

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

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Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 10/24/2010

REVISED DATE:

REVISED BY: Melissa Fisher

CLASS HISTORY This is a new class.