



Career Service Authority

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IT Project Manager III

GENERAL STATEMENT OF CLASS DUTIES

Performs advanced, specialized, professional project management work on one or more medium to large moderately to highly complex information technology projects, which includes managing and coordinating the project planning, implementation, and evaluation phases of the project management lifecycle.

DISTINGUISHING CHARACTERISTICS

The IT Project Manager III is the third class in a four class series; the IT Project Manager series also contains the IT Project Manager I, IT Project Manager II, 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 III 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 III 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.

Finally, the IT Project Manager III 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 in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts are of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

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.

By position, performs lead work over incumbents classified as Information Technology Project Manager I.

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.

Manages the vendor selection process, which includes developing requests for proposal (RFP) and requests for information (RFI), reviewing submitted bids from contractors, and serving as the chair of the vendor selection committee.

Develops, negotiates, implements and monitors contracts, ensuring conformance to approved plans and contract specifications; acts as a liaison to the City Attorney's Office, follows prospective contracts throughout the review process, and coordinates actions for breach of contract situations.

Develops, implements, and monitors project budgets that are complex in nature, taking into consideration the potential for multiple funding streams; allocates resources and tracks and approves expenditures;

prepares reports detailing the status of the project budget and compliance to any requirements as specified by funding sources.

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; establishes work plan responsibilities and scope of authority; ensures technical proficiency and productivity of project staff and arranges for training as necessary.

Facilitates planning meetings with stakeholders and project personnel to discuss the project plan, including the fit-gap analysis and proposed budget; plans and conducts project meetings during implementation 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, maintains, and presents 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; directs the implementation of changes to project deliverables, resources, timelines, and/or budget.

Develops and implements plans to ensure compliance with information technology industry standards, internal architecture and infrastructure protocols, and established business practices; 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 lead work over lower level project management staff by developing or modifying work plans, assigning and distributing work, providing work instruction, resolving problems encountered during daily operations, and providing input for the performance enhancement plan.

Assists with the development and implementation of project management processes and methodologies to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations.

Assists information technology program managers in partnering with senior management across the city to identify and prioritize opportunities for utilizing information technology to achieve the goals of the enterprise.

Performs other duties as assigned or directed.

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 Information Technology Infrastructure Library standards and protocols.

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 medium to large sized information technology projects to include experience at the type and level of the IT Project Manager II.

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

ESTABLISHED BY: Melissa Fisher

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new class.