



Career Service Authority

IT Program Manager

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance program management work on one or more highly complex or enterprise-wide information technology programs consisting of multiple projects, which includes managing the planning, implementation, evaluation, and support/maintenance phases of the program management life cycle.

DISTINGUISHING CHARACTERISTICS

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

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 managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an 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 supervisory duties over incumbents classified as Information Technology Project Manager I, II, or III.

ESSENTIAL DUTIES

Partners with senior management across to city to identify and prioritize information technology goals and objectives; develops and maintains the program strategy and supporting business case, which includes program documentation.

Defines and initiates program and project objectives, assigns project managers to manage cost, schedule, and performance of projects, and oversees multiple projects directed at achieving a strategic goal.

Develops, implements, and monitors program budgets that are complex in nature; allocates shared resources among projects within the program; prepares reports detailing the status of the program budget and compliance to any requirements as specified by funding sources.

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.

Matrix manages and/or performs supervisory responsibilities over project managers who have been assigned responsibility for various projects within the program; establishes work plan responsibilities and scope of authority for project managers; ensures technical proficiency and productivity of project managers/staff and arranges for training as necessary.

Develops and manages plans to ensure compliance with information technology industry standards, internal architecture and infrastructure protocols, and established business practices; acts as a liaison

with internal and external audit groups and ensures compliance with any auditing standards for associated programs.

Manages the overall risk of the program, which includes conducting risk and cost/benefit analyses and devising strategies to deal with unexpected crises and unresolved risks.

Monitors program milestones to maintain continuous alignment of program scope with strategic business objectives; ensures projects within the program are completed within established time and budget schedules; recommends modifications to project managers to enhance the effectiveness toward the business result or strategic intent.

Functions as a liaison with senior management, vendors, project managers, and other information technology professionals to communicate program strategy, direction, and changes; presents information on program performance and status to elected officials and other stakeholders; and resolves high level conflicts by making broad decisions, or negotiating with affected senior management.

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.

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.

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.

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 in information technology program management to include experience at the type and level of an Information Technology Project Manager III.

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: 01/08/2012

REVISED BY: Melissa Fisher

CLASS HISTORY 2012: The Essential Duties were modified to account for by position supervisory responsibilities.