



## Career Service Authority

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# Information Technology Project Manager

### **GENERAL STATEMENT OF CLASS DUTIES**

Performs full performance information technology project management by planning, designing, budgeting, organizing, coordinating, administering, monitoring and managing one or more information technology projects.

### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from the Senior IT Developer and Senior IT System Administrator because the primary duties of these two classes are focused on development, software engineering or systems administration. These classes may perform some project management tasks; but they are not the primary duties. Project management duties are only performed in conjunction with their primary duties. The IT Project Manager solely performs those tasks associated with project management and does not perform development or system administration duties. The IT Project Manager Class is distinguished from the IT Supervisor because the IT Supervisor has a formal supervisory responsibility over professional IT employees. The IT Project Manager matrix manages or coordinates the work of IT personnel assigned to the project(s). This class is also distinguished from the Information Security Manager, which its primary focus is the information security.

### ***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, adapts 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, gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

Matrix manages or coordinates the work of information technology developers and/or system administrators, technicians, consultants and contract employees and other project personnel assigned to the project(s).

**ESSENTIAL DUTIES**

Follows established City Project Management processes as defined by City policies, regulations and procedures, agency regulations, and/or project management principles and standards as they apply to information technology.

Scope of Work or Project Work Plan Development

- Develops, for review, project proposals or plans to determine time frame, milestones, funding limitations, procedures for accomplishing staffing requirements, and allotment of available resources to various phases of projects.
- Performs needs and priority assessments.
- Leads processes with user departments and work groups. Plans, facilitates and studies organizational information flow and business processes to develop expertise in multiple business areas in the City and to gather requirements and specifications for new systems.
- Prepares, for review, materials defining scope of work and related information necessary for consultant requests for qualifications and requests for proposals.
- Gains approval of project plans.

Contract Administration

- Administers and monitors contracts including assisting in contract negotiations, submitted for review, and preparation of contract recommendations.
- Prepares and facilitates software vendor selection processes including writing Requests For Proposal (RFPs), Requests For Information (RFIs), coordinates and/or develops the vendor selection processes.

Budget Management and Development

- Manages project budget, tracks budget status and payments to contractors through planning, development and implementation phases.
- Prepares and gains approval of budget associated with programs and projects.
- By position, has agency budget responsibilities that include recommending project budget needs for annual appropriations.

Project Human Resource Management

- Matrix manages work efforts related to the completion of tasks and assignments of all project personnel.
- By position, manages contractors and their workforce.
- Confers with multi-disciplinary staff to outline and establish work plan responsibilities and scope of authority; assign, coordinate and schedule each phase of project, and arrange for recruitment or assignment of project personnel to ensure project progresses on schedule and within prescribed budget.

- Ensures technical proficiency and productivity of project staff and arranges for training as necessary.

#### Meeting Facilitation

- Plans and conducts pre-bid conferences and project kick-off meetings.
- Conducts regular status and executive advisory meetings.
- Serves as member of contract selection committees.

#### Project Liaison

- Communicates milestones, completion dates, contract costs and quality with all stakeholders through monitoring, negotiating and interacting with contract personnel, elected officials, other city agencies, vendors, and business interests regarding project milestones, completion dates, contract costs and quality.

#### Documentation

- Develops project scope and objective documentation.
- Provides written communications on project status.
- Maintains project records.

#### Project Tracking

- Tracks and monitors development of project progress.

#### Change Management

- Reviews, performs cost/benefit analysis on change requests, makes recommendations, prepares and processes change orders as well as highlights the impact the change request has on project schedule, cost and resources.
- Updates project revisions.
- Assures proper changes have been completed by reviewing reports on installations for conformance to contracts.
- Monitors contract change orders, adjusting schedules and plans as necessary.

#### Risk Management

- Manages the risk associated with projects and devises strategies to deal with unexpected crises and unresolved risks.
- Conducts risk analysis and cost/benefit quantification.

#### Problem Resolution

- Assists in resolving disputes with contractors, vendors or other stakeholders and in the settlement of claims against contractors, as necessary.
- Communicates with project personnel by providing technical advice, solutions and guidance to resolve project problems.

#### Installation and Final Acceptance

- Ensures the quality of project deliverables.
- 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 documentation.

Performs other related duties as assigned or requested.

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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.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & 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 planning, coordination, and execution of business functions, resource allocation and production.

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:***

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.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Balancing: maintaining body equilibrium to prevent falling over.

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

Handling: seizing, holding, grasping, or otherwise working with hands(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.

Vision Requirements: 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 inquires and is subject to interruption.

### ***Education Requirement:***

Baccalaureate Degree in Project Management, Business, Computer Information Systems or directly related field.

***Experience Requirement:***

Three years of senior professional level IT experience, of which two years must include practical IT project management experience.

***Education/Experience Equivalency:***

Additional appropriate type and level experience may be substituted for the minimum education requirement on a one-year for one-year basis.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 04/16/2003

***REVISED DATE:*** 09/01/2005

***REVISED BY:*** Hameed Pousti

***CLASS HISTORY***

This class was originally established on April 16, 2003. This revision is to remove the IT-Project Manager Specialist from the distinguishing characteristic section of the job specification (IT-Project Manager Specialist was not approved by the City Council).