



Office of Human Resources
IT Product Portfolio Administrator Associate – CI3483

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General Statement of Duties

Performs standard professional level program administration work on a complex or enterprise-wide information technology program, supports the program by providing day-to-day oversight of operational activities, and maintains internal processes and metrics.

Distinguishing Characteristics

The IT Product Portfolio Administrator is responsible for strategically overseeing all products in the business portfolio and ensuring alignment with citywide technology goals and objectives. The IT Product Portfolio Administrator ensures consistency among products and deliverables across the entire portfolio and prioritizes resources for each area to optimize return on investment and identify areas of improvement.

The IT Product Portfolio Administrator establishes teams and provides overall direction for technical assignments from initiation through to delivery, which includes estimating costs, budget management, formulating scope of work and delivery strategies, working with end-users to evaluate objectives and technical specifications, and keeps leadership informed of key issues and provides regular reports on impacts, budget, and other results.

The Associate IT Product Portfolio Administrator performs day-to-day program administration and assignments and maintains internal processes and metrics.

The Senior IT Product Portfolio Administrator performs program administration work involving one or more complex or enterprise-wide information technology programs, which includes leading cross-functional program teams and managing the planning, implementation, and support and maintenance phases of the program lifecycle.

The IT Product Portfolio Administrator Specialist performs advanced and specialized program administration work involving one or more highly complex or enterprise-wide information technology programs, which includes managing planning, implementation, and support and maintenance phases of the program lifecycle.

Essential Duties

Performs a variety of specific administrative activities and participates in the development of short-term and long-range planning initiatives involving product development and serves as a liaison with agency stakeholders and leadership.

Develops and maintains metrics and implements procedures for evaluating the effectiveness of information technology programs.

Participates in priority assessments by analyzing business processes and requirements, which includes providing input into the development of functional and technical specifications for new information technology systems.

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

Monitors program performance, service delivery levels, and other metrics required to ensure product goals and objectives are being achieved.

Coordinates program meetings with stakeholders and product teams to communicate milestones and completion dates, which includes maintaining a communications plan and related program status reports for key stakeholders.

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

By position, assists in the development and processing of contracts including participating in the drafting of requests for purchase (RFP), evaluating proposals and contract terms, and overseeing contracts for compliance and expenditures.

By position, matrix manages the work of consultants and contractors on cross-functional product teams and confers with senior product administrator and resource managers to develop or modify work plans, assignments, distribute work, and resolve problems encountered during daily operations.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Influencing – Collaborates with, persuades, and influences others.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Working with People – Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

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

Program Management – Manages some aspects of one or multiple applications through initiating, planning, executing, monitoring, and closing project, complying with established control systems and rules. Monitors processes, progress, and results. Determines objectives, sets priorities, delegates work, and provides others with a clear direction. Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

Strategic Thinking – Formulates objectives and priorities and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration, understanding the impact of violating these standards, and determines ethical course of action and recommendations.

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

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.

Level of Supervision Exercised

By position, matrix manages the work of consultants and contractors and other technical and professional staff who are assigned to specific information technology programs.

Education Requirement

Bachelor's degree in business administration, information systems, computer science or a related field.

Experience Requirement

Two (2) years of experience in information technology business analysis or coordinating and administering phases of an application or program.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

By position, requires a valid driver's license at the time of application.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.

Subject to long, irregular hours.

Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Agility: Ability to move quickly and easily.

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
Crawling: Moving about in a low or crouched position.
Crouching: Positioning body downward and forward.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Neck Flexion: Perceiving objects located above or below.
Oral Comprehension: Ability to discern the meaning of oral speech.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon an object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, Motor Vehicle Record
By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-13

FLSA Code: Y

Established Date: 8/25/2024

Established By: JFH

Revised Date:

Revised By:

Class History: 8/25/24 – New classification.