Office of Human Resources
Infrastructure Program Manager Senior – CE3442

THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Leads complex, multi-disciplinary capital infrastructure programs or initiatives that have regional and city-wide impact and requires a strategic understanding of City and partner agencies, policies, standards, and systems. Oversees multiple interconnected projects that advance strategic organizational objectives, while coordinating cross-functional teams of city staff and external consultants. Responsible for program strategy development, stakeholder management, and ensuring alignment with city-wide goals. Reports to a Program Director or Executive Leadership, with accountability for program performance and strategic outcomes all managed initiatives.

Distinguishing Characteristics

The Infrastructure Program Manager Senior is distinguished from an Infrastructure Program Manager which performs full performance professional Performs full performance professional level work by leading a multi-disciplinary capital infrastructure program or initiatives that requires an understanding of City and partner agencies, policies, standards, and systems. They are responsible and accountable for the coordinated program management of multiple, related projects directed toward strategic business and organizational objectives.

An Infrastructure Program Manager Senior would independently develop program strategies, handle complex delivery methods, and influence organizational policies and procedures while managing diverse multi-agency stakeholders. Whereas the Infrastructure Program Manager may implement existing programs under senior leadership guidance.

The Infrastructure Program Manager series is distinguished from the Project Manager series because program managers ensure organizational alignment and preside over the strategy, coordination, and successful delivery of desired benefits. These benefits are achieved through multiple related projects, each of which is delivered by an individual in the Project Manager series. They plan and oversee the successful completion of a program and the various projects that define the program in their organization. In contrast to the Program Manager series, the Project Manager series manages projects that typically have a single deliverable, with a finite end term (typically shorter duration < 3 years, lesser dollar amount < $100M, and a singular product/location) regardless of the breakdown of multiple work packages required to support an alternative delivery method or the presence of multiple funding sources.

Program Management encompasses the strategic oversight of multiple interrelated projects. A Program is typically a large, coordinated portfolio of a given work product that relates to each other, supports programmatic goals, and combines individual project management with a master planning component of delivery. A Program usually has an additional contract management and organization structure such as an external program management consultant or owner's representative.

Essential Duties

Establishes and oversees program governance structure while developing and executing benefit realization and stakeholder management plans.

Manages program financial health for program planning, design, regulatory, and/or construction phases, recommend project budget needs for annual appropriations, and ensure program deliverables stay on- time, on-target, and on-budget.

Participates in the budgetary planning effort for obtaining funds for the multitude of work within the program and identifies strategies for maintaining program wide contingencies. Determines program funding targets for individual projects or components within the greater program.

Manages the development of program baseline budgets, schedules, work plans, and cost estimates/projections to identify cost savings and develop program management plans including time frames, funding limitations, contract costs, risk factors, staffing requirements, and allotment of available resources to various phases of a program. Manages program resources and advise on program management issues including refining program(s), setting priorities, developing delivery strategies, implementing business processes and procedures, and addressing areas of concerns.

Evaluates and implements project delivery strategies using traditional and alternative delivery models.

Administers and monitors contracts, including contract negotiation and preparation of contract recommendations; and monitor project portfolios for conformance to approved plans and contract specifications.

Matrix manages the work of engineers, architects, technical support staff, consultants, contractors, and related personnel assigned responsibility for various projects and/or portions of a project within a program.

Manages external program management consultants and be responsible for all activities related to administrative management of the performance of consultant and Subconsultant staff.

Oversees program and works in conjunction with agency and city departments, elected officials, other municipalities, regional entities, business organizations, and other internal/external stakeholders, including generation of regular reports on program status, performance metrics, and milestones.

Develops a communication plan and related program status reports for key stakeholders and provides updates on project activities and information on risks and mitigation strategies.

Serve as a main point-of-contact for coordination with major stakeholders, i.e., senior executives, city council, city divisions, community, etc. through the entire life cycle of the program ensuring seamless stakeholder/customer operations. Analyze and implement improvements based on feedback.

Leads the integration/operational plans for existing stakeholders to ensure seamless integration of the program and project deliverable(s) into current operational environment and systems as necessary.

Establishes quality standards for program deliverables and ensure adherence to relevant regulations, codes, and standards; as well as implement a continuous improvement framework to enhance program processes and outcomes.

Advises on risk management, project delivery approaches, project acceleration alternatives, project prioritization, and other areas such as: project management, engineering, communications, pre-construction management and planning, and quality assurance/quality control (QA/QC).

Monitors trends and potential problems; develop recovery plans, as needed; identify priorities for programs ensuring future potential problems are identified early and avoided; and identify and/or develop policies and procedures required to successfully implement a program.

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 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

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Deciding and Initiating Action - Takes responsibility for actions, projects, and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

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 the principles, methods, and tools for planning, initiating, executing, controlling and closing of large-scale capital infrastructure projects and programs in a public-sector environment. Understanding of how projects progress from planning, development, implementation and closeout in a programmatic setting. Essential skills include: organizational development, team building, negotiation and conflict resolution, interpersonal relationship building, and communications.

Level of Supervision Exercised

Matrix manages and/or coordinates and may direct the work of engineers, architects, technical support staff, consultants, contractors and related personnel who have been assigned responsibility for various projects and/or portions of a project within a program and defines and manages the overall change control processes and quality assurance aspects of the program to ensure program success.

By position, may supervise managers, supervisors, and/or individual contributors.

Education Requirement

Bachelor's Degree in Engineering, Architecture, Planning, Construction Management, Project Management, or a related field.

Experience Requirement

Seven (7) years professional project management experience in infrastructure & capital projects including coordinating, administering, and monitoring projects which must include three (3) years of program management experience.

Education and 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 and/or Certification

This job requires driving. Requires a valid Driver's License at the time of application.

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

By position requires a valid program/project management certification such as a PMP or PgMP or equivalent at time of application.

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demands

1-Sedentary (0 - 10 lbs.)

Physical Demands

Accommodation: Ability to bring objects into focus.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
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.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
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.
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.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-17
FLSA Code: Y
Established Date: 11/3/2024
Established By: AD
Revised Date:
Revised By:
Class History: New classification.