



Office of Human Resources  
IT Program Manager - CI2423  
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### General Statement of 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.

### 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.

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

**Financial Management** - Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

**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.

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

**Project Management** - Manages all aspects of one or multiple projects 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.

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

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 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 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.

Knowledge of methods, principles and tools for managing projects, including acquisition and procurement management.

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

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 the principles, methods and tools for conducting performance assessments of information technology systems (for example customer surveys, system performance measures).

Knowledge of Information Technology Infrastructure Library standards and protocols.

### **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.

### **Education Requirement**

Bachelor's Degree in Business Administration, Information Systems, Computer Science or a related field.

### **Experience Requirement**

Three (3) 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**

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**

None

**Working Environment**

Handles absentee replacement on short notice.  
 Occasional pressure due to multiple calls and inquiries.  
 Pressure due to multiple calls and inquiries.  
 Subject to long, irregular hours.  
 Subject to many interruptions.  
 Subject to pressure for multiple calls, inquiries, and 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

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** EX-16  
**FLSA Code:** Y  
**Established Date:** 9/21/2018  
**Established By:** LS  
**Revised Date:**  
**Revised By:**  
**Class History:**