



Office of Human Resources
IT Project Manager III - CI2422
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General Statement of Duties

Performs advanced, specialized, professional project management work on one or more medium to large moderately to highly complex information technology projects, which includes managing and coordinating the project planning, implementation, and evaluation phases of the project management lifecycle.

Distinguishing Characteristics

The IT Project Manager III is the third class in a four class series; the IT Project Manager series also contains the IT Project Manager I, IT Project Manager II, and IT Program Manager. 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 Project Manager III 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 Project Manager III 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 Project Manager II is distinguished from the IT Program Manager, which performs full performance program management work on one or more highly complex or enterprise-wide information technology programs consisting of multiple projects. The program management work performed by the IT Program Manager includes managing the design, development, implementation, and maintenance phases of the program management lifecycle.

Project Management Definition:

Project management is a carefully planned and organized effort to accomplish a specific one-time effort/endeavor and undertaken to achieve a particular aim. Project management includes developing a project plan; defining project goals and objectives; specifying tasks; determining how goals will be achieved and what resources are needed; and associating budgets and timelines for completion. It also includes implementing the project plan along with careful controls to stay on the "critical path" that is to ensure the plan is being managed according to the plan. Project management usually follows major phases including project planning, implementation, evaluation, and support/maintenance.

Essential Duties

Leads a multi-disciplinary team responsible for performing needs and priority assessments and analyzing business processes and requirements in order to develop functional and technical specifications for new information technology systems.

Develops and gains approval of project plans, which outline the objectives of the project, scope of work, and project elements, including: schedule, project deliverables, funding limitations, procedures for accomplishing staff requirements, and allotment of available resources to various phases of projects.

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.

Develops, implements, and monitors project budgets that are complex in nature, taking into consideration the potential for multiple funding streams; allocates resources and tracks and approves expenditures; prepares reports detailing the status of the project budget and compliance to any requirements as specified by funding sources.

Matrix manages and/or coordinates and directs the work of consultants and project personnel who have been assigned responsibility for various portions of a project; establishes work plan responsibilities and scope of authority; ensures technical proficiency and productivity of project staff and arranges for training as necessary.

Facilitates planning meetings with stakeholders and project personnel to discuss the project plan, including the fit-gap analysis and proposed budget; plans and conducts project meetings during implementation to communicate milestones and completion dates, to provide technical advice and solutions, and to resolve issues that arise during the course of the project; develops, maintains, and presents a communication plan and related project status reports for key stakeholders.

Reviews and analyzes project changes requests and makes recommendations related to the execution of these requests, taking into consideration the impact on the project schedule, cost, and resources; directs the implementation of changes to project deliverables, resources, timelines, and/or budget.

Develops and implements plans to ensure compliance with information technology industry standards, internal architecture and infrastructure protocols, and established business practices; conducts risk and cost/benefit analyses, manages risk associated with projects, and devises strategies to deal with unexpected crises and unresolved risks.

Ensures the quality of project deliverables and 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.

Performs lead work over lower level project management staff by developing or modifying work plans, assigning and distributing work, providing work instruction, resolving problems encountered during daily operations, and providing input for the performance enhancement plan.

Assists with the development and implementation of project management processes and methodologies to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations.

Assists information technology program managers in partnering with senior management across the city to identify and prioritize opportunities for utilizing information technology to achieve the goals of the enterprise.

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/Negotiating - Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

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 lead work over incumbents classified as Information Technology Project Manager I.

Education Requirement

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

Experience Requirement

Four (4) years of experience managing medium to large sized information technology projects to include experience at the type and level of the IT Project Manager II.

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

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.

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.):

Accommodation: Ability to bring objects into focus.

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.

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.

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, 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-15

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/30/2023

Revised By: AM

Class History: 7/30/2023 – Revised licensure & certification and background checks.