INFORMATION TECHNOLOGY PROJECT MANAGER

DEFINITION

Under general direction, plans, supervises, organizes, coordinates, and directs staff; serves in a project management capacity for County information technology services and operations; serves as a primary contact for, and contributes to, all project life cycle phases; areas of responsibility include infrastructure systems and applications development projects; plans, organizes, and directs the work of County staff and/or contracted staff; collaborates with subject matter experts on assigned projects for technical input; develops and directs the implementation of goals, objectives, policies, procedures, and work standards; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over professional and technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level classification, responsible for providing project management oversight for infrastructure systems and applications development projects, assuming responsibility for a structured approach to project planning and execution, as well as budget and timeline compliance. Positions in this classification possess a high level of knowledge and experience in this specialized area, and exercise considerable latitude and independent judgment in decision-making to ensure the strategic, efficient, and effective planning and implementation of County-wide or department specific technology projects. In addition to the responsibility for planning, organizing, supervising, reviewing, and evaluating the work and day-to-day activities and functions of assigned professional and technical technology staff, project assignments will vary to include infrastructure and applications projects that are department specific and highly confidential, which may impact the County's administration of employer-employee relations. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the Deputy Director of Information Technologies in that the latter has division management responsibilities within the Information Technologies Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

➢ Plans, organizes, assigns, supervises, and reviews the work of staff responsible to support infrastructure systems and applications development projects.
➢ Plans, coordinates, and directs the entire life cycle of a diverse range of County information technology projects from inception to completion; areas of responsibility include infrastructure systems and applications development projects and ensuring systems compatibility and integration for all project deliverables.
➢ Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies and recommends opportunities for improvement; implements approved changes.

- Consults with departments on proposed projects; conducts individual meetings or focus group sessions to identify current operations and needed enhancements or efficiencies; defines the project requirements, goals, and objectives; analyzes project goals and contributes to, or develops, proposed solutions; prepares a variety of project scope documents including risk assessments, project concepts/options, design specifications, work flow diagrams, feasibility studies, stakeholder responsibilities, cost/benefits analyses, and estimated costs for various options; confers with client to obtain feedback; refines documents through the project scoping process; prepares and finalizes project scope and specification documents for client review and approval.
- Develops project budget, detailing labor and materials costs; reviews invoices for accuracy and to affirm services/equipment have been delivered in accordance with project requirements; tracks project expenses; recommends payment of invoices; conducts regular and periodic reviews with clients to discuss expense alignment with budget, anticipated adjustments, or significant variances which need to be addressed.
- Develops project timelines and schedules, detailing the nature and level of staffing/labor/contracted services needed to meet the client's timeline; monitors project progress and confers with clients on matters which are impacting timeline expectations.
- Selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Trains staff in work and safety procedures and in the operation and use of technology equipment; assesses individual staff training needs and recommends courses or programs to meet those needs; implements training procedures and standards.
- Collaborates with subject matter experts or colleagues in the review and analysis of project goals and outcomes from an enterprise/architecture perspective to determine whether the design approach is consistent with County strategies and that it is the most effective method for achieving the stated business needs/goals; works with colleagues to modify approach or design techniques to ensure consistency with the County's strategy and compliance with standards and protocols.
- Participates in administering information technology related contracts; prepares project specifications; evaluates submitted proposals and provides feedback on vendor qualifications and proposed services; monitors and evaluates contractor performance to ensure compliance with County standards; initiates corrective action as appropriate.
- Works with colleagues and peers in other department divisions such as applications development, technical systems, operating systems, networking, and telecommunications to identify systems integration requirements and effective solutions for major projects; serves as a liaison among the different groups to ensure project integration is successfully implemented across the entire technology system.
- Plans and directs the work of teams responsible for developing and implementing technology systems projects; works with colleagues to select team members; serves as resource for team members on project tasks.
- Directs the development, testing, and implementation phases of projects; ensures developers follow project specifications and design principles, and works with them on needed modifications; defines the testing environment protocols and works with technical services and infrastructure to create the elements necessary for the testing process; monitors testing operations to ensure they meet with process requirements and that data security and integrity is maintained; supervises the implementation process and makes any final adjustments needed for client acceptance; once a client has accepted final product, performs administrative tasks for project closure.
- Plans and implements training services for new systems; identifies training objectives; coordinates the preparation of user training guides and manuals; organizes instructors to deliver training sessions.

- Performs consistent and continuous scrutiny of system performance and reliability; follows up with clients to determine whether the project outcome/deliverables met expectations, and if not, identify necessary changes.
- Conducts project/peer reviews to assess aspects of projects which were successful and any lessons learned; documents discussions to identify processes/actions which had a high level of success and those which need process improvement; works with colleagues and management to modify project elements as needed.
- Prepares a variety of technical project documents and maintains version control; maintains comprehensive project files and records.
- Attends and participates in professional group meetings; conducts research and stays current on new trends and innovative solutions for technology program development and enhancement; recommends new technologies which would improve the department's and/or County's operational effectiveness or client services.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of aligning technology system development projects with technology systems goals and objectives.
- Advanced information technology management theory, principles, and practices and their application to a wide variety of services and programs.
- Principles and practices of integrating technology systems with other technology programs necessary for successful implementation of projects.
- Use and operational characteristics of diverse systems used in a full service technology department.
- Industry best practices of information technology management and control.
- Principles and practices of leadership.
- Advanced principles and practices of budget development, contract and project management.
- Methods and techniques of conducting feasibility studies and preparing cost/benefits analyses.
- Principles and practices for developing and implementing technology policies, procedures, protocols and standards.
- Methods and techniques of conducting research.
- Principles and practices of customer service.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Serve in a project management capacity for a diverse range of County applications and technology infrastructure projects.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, implement, and evaluate the effectiveness of assigned technology programs.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Analyze client business needs and prepare comprehensive scopes of work, project specifications, work flow diagrams, budgets, and timelines/staff schedules.
- Lead and manage project staff and resources in a cost effective manner.
- Provide technical advice to clients on optimal methods of achieving their project goals and objectives.
- Collaborate with colleagues in developing systems integration for successful project completion.
- Conduct comprehensive research on solutions to project related issues.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects.
- Demonstrate strong and effective customer support skills.
- Prepare clear and concise technical documentation.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software technology system, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in information technology, computer science, or a related field;

AND

Four (4) years of information technology project management experience, including at least one (1) year in a lead or supervisory capacity.

Possession of a nationally recognized certification in the project management field may substitute for up to two (2) years of the required education.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed.