INFORMATION TECHNOLOGY PROGRAM MANAGER
(Administrative Manager II)

DEFINITION

Leads and/or performs advanced professional duties pertaining to the coordination and implementation of large and complex Information Technology projects or programs to meet customer business requirements. This includes engaging and leading large and/or multi-agency teams in the implementation of initiative specific solutions, policies, guidelines and procedures. Develops, implements and provides on-going program management of strategic initiatives that normally have a countywide sphere of influence or business impact.

Ensures that projects are delivered on time, within budget and to customer specifications. Manages program and/or project staff with responsibility for assigning, directing and monitoring work. Performs other related duties as assigned.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the Information Technology Project Manager series. Incumbents work under general direction, working from broad policies and towards general objectives and referring specific matters to a superior only when interpretation or clarification of organizational policies is necessary. This class is distinguished from the class of Information Technology Project Manager as this is the fully certified level where incumbents perform the more advanced professional project management duties that typically involve large information technology projects and/or programs that have a countywide sphere of influence. This class may also manage project and/or program staff with responsibility for assigning, directing and monitoring work.

EXAMPLES OF DUTIES

- Serves as a lead or manager over subordinate professional information technology staff within an assigned work unit, project or program; schedules and assigns work; distributes resources; provides direction and guidance regarding policy, processes and procedures; monitors staff work and work products to help meet goals and objectives; may perform or provide input to employee performance evaluations.
- Plans and manages large and complex information technology projects that typically involve multiple County Agencies/Departments from initiation to completion; identifies project scope and objectives; identifies deliverables; establishes schedules and timelines; identifies project resources and the skill levels of staff needed; assigns work to project team members; monitors budget constraints and customer satisfaction levels.
- Develops countywide programs in support of business needs; typically involves managing the implementation of multiple projects and resources. This includes making policy, operational, resource, and budget decisions that are within in scope of the program or project.
- Meets with customers and stakeholders to establish goals, priorities, and schedules for information technology projects; communicates regularly with stakeholders regarding the status of projects including timelines, schedules and resources; builds partnerships with project stakeholders through consensus, collaboration and teamwork.

- Identifies and defines project problems and develops/recommends alternative solutions; provides technical advice regarding information technology matters; recommends policies, procedures, enhancements and the acquisition of computer hardware, software and services to meet project goals; advises on project feasibility and recommends solutions.
- Determines and develops cost benefit analyses for project justifications; develops program and/or project budgets and resources needed to conduct the work; evaluates risk concerns and options; provides input into the development of specifications for "requests for proposals" pertaining to external services; reviews vendor submissions and provides recommendations on vendor selection.
- Monitors vendor performance to ensure compliance with County standards and specifications; ensures project compliance with County procedures or protocols, budgetary constraints and staff/resource utilization.
- Serves as the primary client interface on assigned projects; reviews recommendations with clients and receives approval to proceed; reviews final outcomes with the client and obtains their sign off that all work has been conducted in accordance with client requirements.
- Directs the resources of assigned projects/programs to ensure compliance with budget and project specifications.
- Designs and directs project testing and quality assurance processes for assigned projects.
- Revises project plans and documents changes as needed; develops and obtains agreement on service-level agreements.
- Ensures that projects are delivered on time, within budget and to customer specifications; keeps users and other stakeholders informed during all phases of the project.
- May participate in the development of information technology deployment strategies.
- Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles of management, including how to train and motivate staff.
- Principles and practices of technical project management; including schedule and budget development, risk identification and mitigation, scope control, issue resolution, team dynamics and effective communication techniques
- Organization and elements of a large information technology department.
- Computer software used to manage projects.
- The application and hardware system development life cycle.
- Business system applications used in customer departments.
- Principles and techniques of software and system quality assurance and control.
- Principles and practices of technical problem solving.
- Team dynamics and team building.
- Basic design, installation and maintenance of mainframe, distributed, client/server and desktop computer systems.
- Standard principles and practices of business application development.
- Principles and practices of producing project and technical documentation.
- Principles and methods of facilitating discussions and problem resolution in a group setting.
- Methods of conducting effective meetings.
- Standard principles and practices of customer service.
- Standard methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Assign, direct, and lead the work of other professional project managers and team members.
- Manage multiple, complex projects and stakeholders.
- Develop program/project budgets and effectively manage project costs, schedules, scope and resources.
- Utilize project management software.
- Build partnerships through consensus, collaboration and teamwork.
- Define problems and develop alternative solutions.
- Effectively direct, persuade and motivate others in meeting program and/or project deliverables.
- Make technical oral presentations to both technical and non-technical audiences.
- Understand information technology systems and methodologies.
- Make sound business decisions based on limited, complex or contradicting information.
- Learn and utilize specialized terminology and processes as needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer software and hardware.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both orally and in writing for technical and non-technical audiences at all levels of the organization.
- Establish and maintain effective working relationships with those encountered during the course of the work.

Education/Experience:

Two years of experience as an Administrative Manager I with the County of Orange;

OR

Four (4) years of responsible information technology-related experience that provided the knowledge and abilities identified above.

College level education or training directly related to the competencies and attributes required of the position may be substituted for up to one year of required experience at the rate of three semester units or the equivalent, equaling one month of experience and one hour of training equaling one hour of experience.

College level education or training beyond a bachelor degree, which is directly related to the competencies and attributes required of a position, may be substituted for up to an additional year of required experience at the rate noted above.

Special Requirements: Depending upon assignment, demonstrated professional level experience and/or certification pertaining related to the duties of the position may be required.

PREFERRED EXPERIENCE/EDUCATION

Experience: Three (3) years performing professional project management in support of information technology projects at a level comparable to the County of Orange classification of Information Technology Project Manager or ten (10) years of experience in information technology project management.

Education: Possession of a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, computer science, information systems or a closely related field. Post-graduate education beyond a bachelor's degree which directly enhances the knowledge required for this position is desirable.

License/Certification: Possession of a Project Management Professional certificate from the Project Management Institute or completion of the Orange County Project Management Certification.

PHYSICAL REQUIREMENTS

All Positions:

Possess vision sufficient to read standard text and a computer monitor; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write; use a County approved means of transportation.

Some Positions:

May be required to possess one or more of the following: the ability to climb, bend, stoop, twist and reach overhead in rugged conditions to review/evaluate work; manual dexterity and bodily movement sufficient to operate various types of equipment in extreme conditions; lift up to fifty pounds.

MENTAL REQUIREMENTS

All Positions:

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Some Positions:

May be required to possess the ability to handle emotional client situations effectively.

ADDITIONAL REQUIREMENTS

Additional physical/mental requirements or frequencies may be required, depending upon assignment. Depending upon assignment, some positions in this class may require possession of a valid California driver's license, Class C or higher.

ENVIRONMENTAL CONDITIONS

Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Work environments may include high levels of noise, dust and/or unpleasant odors. Occasional early morning, evening, holiday and/or weekend work may be required.