INFORMATION TECHNOLOGY PROJECT MANAGER
(Administrative Manager I)

DEFINITION

Performs professional duties pertaining to the coordination and implementation of Information Technology projects designed to meet customer requirements. Plans, organizes, directs, and controls small to medium-sized information technology projects in the implementation of automated solutions to meet business needs. Ensures that assigned projects are delivered on schedule, within budget, scope and customer specifications; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey-level class in the Information Technology Project Manager series. Incumbents work under direction, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required in order to meet assigned objectives and solve non-routine problems. This class is distinguished from the class Information Technology Program Manager as incumbents in that class perform advanced professional project management duties involving multiple IT projects of larger scope and complexity within a Program.

EXAMPLES OF DUTIES

- Plans and manages small to medium-sized information technology projects 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, schedule, deliverables and customer satisfaction levels.
- Meets with customers to establish goals, priorities, and major work schedules for information technology projects; communicates regularly with stakeholders regarding the status of projects including schedule, budget and resources; builds partnerships with project stakeholders through consensus, collaboration and teamwork.
- Prepares all project management documentation required by the county including Project Charter, Scope, Work Breakdown Structure and Project Planning and Closing documents. Obtains customer/sponsor sign-off on all project management deliverables.
- 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 project budgets and resources needed to conduct the work; evaluates risk concerns and options; provides technical 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; provides oral and written project status to stakeholders; reviews recommendations with clients and receives approval to proceed; reviews final outcomes with the client and obtains sign-off on all project deliverables.
- Directs the resources of assigned projects to ensure completion of all assigned tasks and compliance with schedule, budget and project specifications.
- Designs and directs project testing and quality assurance processes for assigned projects.
- Revises project plans and documents changes to project scope as required; 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.
- May develop and provide training to system users regarding new or modified business systems.
- 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 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 development life cycles.
- 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 solving 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.
- Principles and practices of record keeping.

Ability to:

- Coordinate multiple projects and schedules.
- Develop project budgets and effectively manage project costs, schedules, scope and resources.
- Utilize project management scheduling software and other tools as required.

- Lead project teams, build partnerships through consensus, collaboration and teamwork.
- Define problems and develop alternative solutions.
- Effectively direct, persuade and motivate others in meeting 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 in orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

Education/Experience:

Two years of experience directly related to the competencies and attributes noted above. A bachelors degree in a related area of study may substitute for the required experience.

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: Five (5) years performing lead roles in the support of Information Technology projects in one or more of the IT disciplines.

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.

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

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.