



Class Code: 865  
FLSA: Exempt

## **IT Project Manager**

### **General Class Purpose**

The IT Project Manager gives consultative advice on IT Project Management best practice and develops policies, procedures, templates and tools to assist IT staff in managing projects. He or she gives advice to executives and managers in the areas of IT strategic planning and training, and develops strategic initiatives. The IT Project Manager also plans, develops, implements, and manages complex IT projects for the City of Salem.

### **Distinguishing Features**

The IT Project Manager is an advanced, senior-level professional classification. The employee uses project management standards and principles, available resources, general policy direction and planned outcomes to manage projects of significant complexity. The employee is a specialist and gives consultative advice to management in their area of expertise.

### **Supervision Received and Exercised**

The employee works under the direction of a manager, and receives general instruction regarding the scope and approach to their projects or assignments. The procedures and techniques are left to the discretion of the employee. Employees may exercise lead direction over lower level classifications, may give assistance to peers in the area of their specialty, or supervise technical staff. When assigned as a project manager, they will give functional supervision to professional project staff. The employee gives consultative advice and direction to others.

### **Examples of Essential Duties and Responsibilities**

*The listed examples are illustrative of the classification level and not intended to list all duties typically assigned to this classification. Employees may do all or some of the listed duties, or other related duties.*

1. Create enterprise level strategic plans for major platforms and City systems. Advise others and recommend scheduling and implementation of strategic initiatives. Lead steering committees that plan projects for cross-department IT systems. Advise senior managers on strategies for planning major system upgrade or migration; design decision-making structures and methods for

- prioritizing and managing major projects. Recommend cost effective purchases, selection of vendors or methods of defining performance factors to evaluate IT products.
2. Develop policies and standard processes for managing IT projects. Analyze business processes and design process changes to improve utilization of systems. Develop bid specifications for contracting of services or procurement of systems. Develop techniques, and tools for project planning, execution, management, ongoing milestone/deliverable tracking, communication, and key performance metrics.
  3. Direct and manage development of IT projects from planning through implementation phases. Collaborate with senior managers to define project scope, goals and deliverables. Define project criteria and disseminate them to involved parties throughout project life cycle. Establish project time lines and milestones/deliverables using the appropriate tools. Assess and make recommendations on the need for additional staff or consultants.
  4. Review budget proposals, and recommend subsequent budget changes. Manage project teams' time and allocate resources to ensure deliverables are completed. Track and monitor all project milestones and deliverables. Identify and manage project dependencies and critical path. Analyze results, trouble shoot problem areas and mitigate project risks. Evaluate status reports, change requests, and documentation to ensure smooth project progression.
  5. Define and communicate project outcomes and expectations with project managers, owners, sponsors, and team members. Advise and train staff on project management standards and techniques. Determine frequency and content of status reports from project managers.
  6. Lead project evaluation meetings; identify successful and unsuccessful project elements; recommend actions to improve process. Coach, mentor, motivate, and supervise new project team members and contractors; influence them to take positive action and account for their assigned work. Identify and resolve issues and conflicts within and between various project teams.
  7. Develop internal service management processes and procedures; develop new policies and procedures for use in the IT department. Develop procedures to adopt industry best practices. Manage IT infrastructure changes and service level agreements with customers.

### **Minimum Qualifications Upon Entry**

#### Extensive knowledge of:

- Principles, methods and techniques of complex project management
- Principles of internal consulting and customer services
- Principles and processes of systems development and the life cycle of IT projects
- Professional project management standards and processes

General knowledge of:

- Standard practices in Project Management such as those established by the PMBOK
- ITIL Framework best practices, application and implementation
- Typical enterprise-level business software such as financial management systems
- Communication techniques to bring about agreement between divergent points of view
- Methods, techniques and procedures involved in contract administration and procurement
- Professional project management standards and processes
- Techniques used to involve groups in development of projects affecting their work unit
- Principles and techniques of project budgeting

Skill to:

- Manage multiple projects of various size and complexity
- Give consultative advice, and develop policies or procedures
- Assemble and lead multi-disciplinary project teams
- Recognize technical issues that impact the projects under their leadership and obtain resource to solve project risks
- Identify the scope of an assigned project and decide logical action to meet project requirements and time lines
- Write clear, concise and direct narrative and statistical reports
- Apply project management principles and standards

Ability to:

- Gather, consolidate and analyze facts in relation to administrative requirements
- Establish and facilitate position relationships between Information Technology and operations' department staff and managers
- Lead others in a project setting, including mentoring and motivating people to accomplish tasks
- Use analytical and problem solving techniques to manage in an environment of shifting priorities, demands and time lines
- Research project issues and plan complex project time lines and schedules
- Effectively plan, prioritize and execute complex tasks
- Establish and maintain effective relations, diffuse conflicts and collaborate with others to positively solve problems
- Apply general rules, regulations, standards and guidelines to specific technical problems
- Give consultative advice related to the job assignment

### **Experience and Education**

*A typical way to obtain the required knowledge, skills and abilities would be:*

A Bachelor's degree in computer science, information science, management information systems, business administration or a related field and five (5) years of IT project management experience related to the position; or any combination of experience and training sufficient to support the knowledge, skills and abilities.

Experience developing and executing project management best practices, policies and procedures; and Project Management Certification is desirable.

### **Physical and Mental Demands**

*The listed physical and mental demands are representative of those that must be met by an employee to successfully do the essential functions of this classification. Persons with disabilities may be able to carry out the duties with accommodation. Reasonable accommodation will be evaluated upon request.*

The IT Project Manager does light work and requires sitting for extended periods, and carrying light objects such as files and papers. He or she will regularly stand to make presentations or lead meetings. Employees occasionally move between work locations and office buildings. Employees must see detail at close range such as printed documents or a computer screen. They will regularly communicate with others to convey or receive information and express ideas; therefore, they must understand the speech of another person, and speak clearly so others can understand. Work requires finger dexterity to make precise coordinated movements when using a computer keyboard or writing.

Employees apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions. Employees will deal with several abstract and concrete variables and must order information into a logical sequence. Employees will occasionally work with emotionally charged individuals and must negotiate agreements between people with varying interests.

### **Work Environment**

Work is regularly performed in an indoor office setting. The employee will occasionally work early and late hours to meet project time lines.

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IT Project Manager, Created \_\_\_\_\_;