

INFORMATION TECHNOLOGY (IT) PROJECT COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Project Coordinator is responsible for performing a variety of entry-level project management work in planning, coordinating, and managing one or more small, or less complex projects through the project's lifecycle and implementation. Responsibilities may also include providing coordination support for projects of higher complexity/risk, including task management follow-up, project documentation preparation and review, and project management of smaller phases within these projects. Duties include: managing projects using the IT Department's Project Management Standards; ensuring accuracy, timeliness, and completeness of all project processes and documentation, management reports, and project status reports according to IT Project Management Standards; organizing, planning, and directing all project activities throughout the project's lifecycle and implementation (example: research/analysis, requirements gathering from technical experts, technical alternatives, development and implementation planning); developing project proposals which include business justification, return-on-investment, risk assessment, and goals/objectives; facilitating meetings with customers, staff, and contractors in support of project activities; facilitating resolution of project issues; scheduling and tracking resource needs and activities (including City staff, contractors, and outside agencies) to meet project objectives and ensure overall quality of work; ensuring all work is done in alignment with City and IT long-term strategies; gathering information from technical experts and compiling data for project specifications and limited procurement efforts; reviewing project budgets with approvals from appropriate levels to ensure projects remain on-time and on-budget; and performing related duties as required.

Distinguishing Features: The IT Project Coordinator is distinguished from the IT Project Manager class by the latter being considered a journey-level project manager, with the responsibility for managing one or more small- to large-scale projects of moderate complexity/risk concurrently, which may have a Citywide or multiple department impact. Incumbents in this class must possess excellent communication skills, which are essential when dealing with both internal and external parties to communicate business and technical knowledge. Work is performed initially with general supervision, and as the incumbent becomes proficient in project management supervision decreases to a minimal level. This class receives mentoring from the IT Project Manager and IT Senior Project Manager classes and is supervised by an IT Senior Project Manager, IT Manager, or Deputy Chief Information Officer, who evaluates work through reports, conferences, meetings, and results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Computer Information Systems, Business Administration, or related field. Good (1 - 3 years) experience in project management of small-scale systems or services, preferably in IT.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police

Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa (*by assignment*). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required (*by assignment*).

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (*Police Department Assignment*).

Preferred/Desirable Qualifications. Experience in budgeting functions and Microsoft Project, along with certification as a Project Management Professional (PMP) are highly desirable.

ESSENTIAL FUNCTIONS

Communication: Understands the customer's environment and business functions to verbally develop and organize customer requirements, explain available alternatives, and share IT's direction with the customer. Communicates with the public, other City employees, vendors, management, and contractors. Explains information technology, theory, and terminology to team members and the customer. Utilizes various presentation techniques to make presentations and recommendations and is effective at being persuasive in managing customer expectations. Develops written documents including project documentation, plans, recommendations, spreadsheets, emails, presentations, schedules, and management reports with clearly organized thoughts, using proper sentence structure, punctuation, and grammar. Maintains good rapport with customers while integrating requirements (sometimes differing requirements). Improves communication processes. Develops a trusting working relationship with customers, team members, management, etc., and motivates team members to achieve milestones.

Manual/Physical: Prepares and updates schedules, graphs, or project documentation to achieve project results, report project status, and create presentations, etc. Operates a variety of standard office productivity tools such as personal computer (PC), telephone, calculator, and printer to acquire, process, and disseminate information. Spends approximately 20% of the time in the field at construction sites or building remodels (*by assignment*). Attends meetings and seminars. Meets scheduling and attendance requirements.

Mental: Plans, organizes, coordinates and/or directs the activities of project teams. Prioritizes and assigns work to personnel and prioritizes own work. Coordinates work activities, project functions, and/or other tasks with other City organizations, vendors, and consultants. Resolves conflicting project demands. Integrates and improves policies and procedures, short- and long-term objectives, and customer business plans. Understands business needs, requirements analysis, complex business functions, and complex customer relations with multiple departments. Understands and analyzes problems, evaluates alternatives, determines resolutions, and recommends action. Researches new technology/theories and makes recommendations for their use. Acquires knowledge and keeps well-informed of trends and new technology through seminars, trade journals, and professional organizations. Seeks job knowledge through own initiative. Learns job-related material in a classroom setting and/or through on-the-job training. Provides input for performance appraisals of project team members.

Knowledge and Abilities: (*common to all assignments*)

Knowledge of:

project management and control techniques;
database management systems and applications;
computer control systems;
leadership planning and administration;
strategic planning and competitive analysis methodology;
general functions of City departments, including departmental needs and requirements;
laws, policies, and regulations governing the purchase of commodities and services for the City;
information technology concepts and practices;
word processing/office systems equipment;
measurement practices, including budgeting;
industry trends involving information technology; and
principles of change, problem, and asset management.

Ability to:

manage one or more small or less complex projects simultaneously;
explain complicated and technical information in simple, non-technical language both verbally and in writing;
compile reports from a wide variety of sources;
make oral and written presentations to senior internal and external audiences;
act as a liaison with internal and external information technology providers across multiple projects and services;
integrate IT resources and customer needs for project and services so that realistic strategic goals are established, measured, and met;
develop and maintain good interpersonal skills regarding teamwork, cooperation, motivation, and listening;
make and act on decisions impartially and objectively;
exercise initiative and creativity in the improvement, development, and implementation of projects;
confer with user representatives and outside vendors on operations and project technical problems;
coordinate and evaluate the work of assigned project staff in conjunction with the project;
logically analyze and synthesize complex systems to develop satisfactory solutions;
negotiate and facilitate conflict resolutions working in conjunction with appropriate staff as needed; and
establish and maintain effective working relationships with fellow workers and representatives from other City departments.

Capital Improvement Projects Assignment

Knowledge of:

construction timelines and standards; and
basic construction plans.

Ability to work with construction timelines and standards.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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INCREMENTS 62-200

PAY GRADE: 52

IND-8810

SWORN - No