

IT (INFORMATION TECHNOLOGY) PROJECT MANAGER I

JOB DESCRIPTION

Classification Responsibilities: An IT (Information Technology) Project Manager I 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. 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; scheduling and tracking resource needs and activities (including City staff, contractors, and outside agencies) in order to meet project objectives and to ensure overall quality of work; monitoring, evaluating, and providing performance feedback on City staff's 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 Manager I is distinguished from the IT Project Manager II class by the latter being considered a journey-level project manager, with the responsibility for one or more small- or large-scale projects concurrently, and project complexity which may impact one department or unit. This class must possess excellent communication skills, which are essential when dealing with both internal and external parties in order 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 II and III classes, and is supervised by an IT Manager, who evaluates work through reports, conferences, meetings, and results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

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. 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: Communicates with the general public, other City employees, vendors, management, and contractors. Understands the customer's environment and business functions in order to verbally develop and organize customer requirements, explain available alternatives, and share IT's direction with the customer. Explains data processing 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. 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. Prepares written documents including Microsoft Project plans, spreadsheets, emails, presentations, schedules, and management reports with clearly organized thoughts, using the proper sentence structure, punctuation, and grammar, in order to communicate project plans, set up meetings, and obtain buy-in for project-related recommendations.

Manual/Physical: Operates a variety of standard office equipment such as personal computer (PC), telephone, calculator, and printer in order to acquire, process, and disseminate information. Enters data or information into a programmable workstation using a keyboard and video display terminal, or other devices that provide the same functions, to manage projects in the area assigned. Reviews the work products of others to ensure compliance with IT's Project Management Standards. Prepares and updates schedules, graphs, or Microsoft projects in order to achieve project results, report project status, and create presentations, etc. Attends meetings and seminars. Spends approximately 20% of the time in the field at construction sites or building remodels (by assignment). Meets scheduling and attendance requirements.

Mental: Plans, organizes, coordinates and/or directs the activities of project teams. Evaluates the work of teams engaged in system analysis and design, programming, and customer support. 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 actions. Researches new technology/theories and makes recommendations for their use. Acquires knowledge and keeps abreast of trends and new technology through seminars, trade journals, and professional organizations. Seeks job knowledge through own initiative. Provides input for performance appraisals of project team members. Learns job-related material in a classroom setting and/or through on-the-job training.

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;
knowledge of 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-scale 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 IT Managers 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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EEO-Prof

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-INT

INCREMENTS 62-200

PAY GRADE: 52

SECURITY-Yes (Police Department Assignment)

CDL-No

IND-8810

SWORN-No