

POLICE INFORMATION TECHNOLOGY PROJECT MANAGER

JOB DESCRIPTION

Classification Responsibilities: A Police Information Technology (IT) Project Manager is responsible for: performing a variety of project management work in planning, coordinating, and managing one or more Police Department projects through the project's lifecycle and implementation. Duties include: managing projects in accordance with PMBOK (Certified PMP) and IT Department standards; ensuring accuracy, timeliness, and completeness of all project processes and documentation, management reports and project status reports; 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); creating and updating project documents which include: Project Charter, Scope Management Plan, Scope Statement, Work Breakdown Structure Dictionary, Risk Register, and project plan; facilitating meetings with customers, staff, and vendors in support of project activities; scheduling and tracking resource needs and activities both internally (City staff) and externally (vendors) in order to meet project objectives and to ensure overall quality of work; conducting stakeholder/customer interviews; and interviewing community members. In addition, the Police Information Technology Project Manager prepares business justifications, writes and presents budget recommendations to management, writes Council recommendations, and writes customer satisfaction surveys; researches requirements for bids, develops bid requests and selects qualified vendors; trains staff on budget processes, prepares budget workbooks, reconciles Police Department Information Technology's (PDIT's) budget with Advantage, tracks purchases, makes periodic budget recommendations and presentations to management, is the liaison with Police Department Fiscal on PDIT's budget, and performs related duties as required.

Distinguishing Features: Employees in this class perform the full-range of project management duties to support the Police Department. Assignments are broad in scope and require the use of independent judgment and initiative in making difficult decisions. This class may supervise administrative staff. This class is supervised by a Police Information Technology Administrator, 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. Two years of full-time experience in project management of small-to large-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.

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

Preferred/Desirable Qualifications. Experience in budgeting functions 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 PDIT'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 MindView 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 ITD and PMBOK (Certified Project Manager Professional) 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. 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:

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- to large 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 PDIT 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 Police IT Engineers and CJIS Supervisors as needed; and
establish and maintain effective working relationships with fellow workers and representatives from other City departments.

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.

New 1/17

PN/kc/co

CS5200

EEO-Prof

JOB FCTN-INT

INCREMENTS 62-200

PAY GRADE: 52

IND-8810

SWORN-No