INFORMATION TECHNOLOGY (IT) SENIOR PROJECT MANAGER

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Senior Project Manager is responsible for performing a variety of advanced, professional-level work in planning, coordinating, and managing one or more large-scale, highly complex/high risk projects, which may have a Citywide or multiple department impact through the project's lifecycle and implementation. Duties include: developing, implementing, and training staff on project management standards, strategic planning, and related activities; managing projects using the IT Department's Project Management Standards; incorporating other approaches as necessary given organizational culture, situational nuances, project ecosystem, and other factors; ensuring accuracy, timeliness, and completeness of all project processes and documentation, management reports, and project status reporting according to IT Project Management Standards; organizing, planning, and directing all project activities throughout the project's lifecycle and implementation (examples: research/analysis, requirements gathering, risk assessments, technical alternatives, development, and implementation planning); acting as primary contact for each project; 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; monitoring, evaluating, and providing performance appraisal feedback on City staff's quality of work; managing formal solicitations and other procurement processes which includes defining the technical and business requirements, and writing, evaluating, and managing the selection of solutions; managing project budgets to ensure projects remain on-time and on-budget; and performing related duties as required.

Distinguishing Features: This class is distinguished from the IT Manager class by the latter having supervisory responsibilities and multiple services responsibilities. The IT Senior Project Manager class is distinguished from the IT Project Manager by the latter's responsibility for one or more small- to large-scale projects concurrently, moderate project complexity and risk, and managing a smaller number of resources for each project. The incumbent's primary responsibility is to manage and deliver multiple complex technical projects, or one or more very complex projects, and mentor the IT Project Coordinators and IT Project Managers. Incumbents must possess excellent communication skills, which are essential when dealing with both internal and external parties to communicate business and technical knowledge. This class exercises long-term project supervision over professional and technical staff. This class may include supervising and coordinating the day-to-day activities of project management or other staff of usually three or less direct reports. Work is performed independently and with initiative in performing day-to-day responsibilities to meet the continuous demands associated with the completion of simultaneous projects, requests for a variety of resources, and other issues that cannot be resolved which will be escalated to the appropriate IT executive staff. The IT Senior Project Manager is supervised by an 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. Extensive (5+ years) experience in Information Technology project management of large-scale systems or services. .

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 statements of work, business area analyses, multiple system integration studies, management reports, City Council recommendations, budget recommendations, customer satisfaction surveys, project documentation, plans, recommendations, spreadsheets, emails, presentations, and schedules with clearly organized thoughts, using the proper sentence structure, punctuation, and grammar. Maintains good rapport with customers while integrating requirements (sometimes differing requirements) from multiple customer organizations. Improves communication processes. Develops a trusting working relationship with customers, team members, management, etc. and motivates team members to achieve milestones.

Manual/Physical: Reviews the work products of others to ensure compliance with IT's Project Management Standards. Prepares and updates schedules, graphs, or project documentation to achieve project results, report project status, create presentations, etc. Operates a variety of standard office productivity tools such as a personal computer (PC), telephone, calculator, and printer to acquire, process, and disseminate information. 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, extremely complex business functions, and complex customer relations with multiple departments. Understands and

analyzes complex problems, evaluates alternatives, determines resolution, and recommends action. Finds creative solutions to multiple, complex, interrelated systems and business area needs. 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. Assists in preparing technology budgets for customer departments. Provides input for performance appraisals of project team members.

Knowledge and Abilities:

Knowledge of:

complex 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 large-scale, highly complex/high risk projects simultaneously;
manage formal solicitations and other procurement processes;
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 services providers across multiple projects and services;
establish and maintain effective working relationships with fellow workers and representatives from other City departments;
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 IT 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; and
negotiate and facilitate conflict resolutions working in conjunction with appropriate staff as needed.

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.