

## INFORMATION TECHNOLOGY PORTFOLIO MANAGER

### JOB DESCRIPTION

**Classification Responsibilities:** The Information Technology (IT) Portfolio Manager works closely with the IT Executive Leadership team and plays a critical role in the strategic planning, oversight, and execution of Citywide technology initiatives and projects. This position is responsible for establishing, implementing, and maintaining an enterprise IT Portfolio Management program and multi-year roadmap to ensure that planned IT programs, projects, and initiatives optimize resource allocation and are aligned with the City's strategic objectives and deliver maximum value. The IT Portfolio Manager collaborates across the City and within the Department of Innovation and Technology (DoIT) at all levels from executives to project team members to understand ongoing business challenges and opportunities and discuss potential technical solutions. This position partners across the City to track the project intake process and ensure new and existing initiatives are forecasted into lifecycle, program, or project roadmaps and analyzes funding and resource dependencies to determine optimal start dates. The IT Portfolio Manager implements and maintains the Citywide technology portfolio management practice and prioritizes, plans, provides visibility, and optimizes the portfolio efficiently.

The IT Portfolio Manager's primary responsibilities include: implementing and managing portfolio areas (Strategy and Planning, Governance, Prioritization, Performance Monitoring and Reporting, Communication, Optimization, Adoption, and Knowledge Management); creating an IT Portfolio Plan which outlines the structure and composition of the IT Portfolio including the list of projects, programs, and other initiatives; collaborating to develop, manage, and enforce IT portfolio/program/project methodologies and disciplines to ensure strategic alignment on technologies and business goals; creating a governance framework to document portfolio management processes, standards, and governance practices that define roles, responsibilities, decision-making procedures, and compliance measures; conducting annual planning sessions with key stakeholders to illicit the top technology priorities in current and future fiscal years; centralizing and overseeing the intake process of technology projects to confirm funding, resources, and risk requirements are deliberately addressed and planned; developing and maintaining a project risk prioritization matrix tool to assess projects; driving the process with key stakeholders to prioritize and sequence projects in the portfolio based on their strategic importance, resource availability, risk exposure, and alignment with business objectives; driving capacity planning for initial and ongoing identification of resource needs and scheduling that will be used for making critical portfolio decisions; identifying dependencies and critical paths and conducting regular portfolio reviews with senior leadership to make informed decisions about the direction of IT investments; and developing and maintaining a risk management plan to mitigate risks that may impact the successful delivery of portfolio projects and programs. The IT Portfolio Manager continuously reviews the portfolio to identify opportunities for improvement or consolidation and implements innovative reporting metrics to provide visibility into portfolio performance to senior leadership and stakeholders across the City. The position is responsible for implementing quality assurance processes and audits to ensure that projects are delivered timely to the highest standards and meet user expectations. The IT Portfolio Manager supervises the PMO team which includes IT Project Managers, IT Senior Project Managers, and Business Analysts and performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. The IT Portfolio Manager class is distinguished from the technical IT Enterprise Architect class by the latter's responsibility for providing direction and expertise in all technical

disciplines, while the IT Portfolio Manager is responsible for program administration through strategic planning for technology projects. The IT Portfolio Manager class is distinguished from the IT Senior Project Manager class by the latter's responsibility for managing one or more assigned technology projects while the former oversees the PMO and has overall responsibility for the entire Citywide enterprise technology project portfolio. The IT Portfolio Manager is supervised under the general supervision of a Deputy Chief Information Officer (DCIO), who reviews performance through observation of work in progress, reports, presentations, conferences, meetings, evaluation of results achieved, and customer and/or team feedback. The IT Portfolio Manager is responsible for managing the Enterprise IT Technology Portfolio including oversight of IT Project Managers' adherence to enterprise portfolio and project management standards. This class assists management in strategic planning, directing, work prioritization, and reporting on portfolio progress to meet goals and objectives. 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, Management, Public Administration, Business Administration, Project Management, or a related field. Minimum of seven years of experience in IT project management of large-scale systems or services which involves the use of strategic portfolio management methods and tools. Two years of supervisory experience.

**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.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Experience with presentations, reporting methods, project scheduling, team facilitation, budgeting, training, and purchasing is highly desirable. Knowledge of Microsoft Project or scheduling logic is strongly preferred. Certifications in Project Portfolio Management (PPM), Program Management Professional (PgMP), and Project Management Professional (PMP) are desirable.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates both verbally and in writing with other City employees, vendors, leadership, and contractors in order to create awareness of departmental programs/projects and administer the technology portfolio. Coordinates the implementation of portfolio and project management standards, procedures, and solutions, and provides status reports. Communicates with stakeholders across the City to ensure knowledge of portfolio health and progress. Mentors and/or trains others regarding portfolio and project management methodologies and standards and monitors

adherence to standards. Utilizes various presentation techniques to make presentations and recommendations and is effective at being persuasive in managing customer expectations. Makes formal presentations to City management and/or DoIT management, staff, team members, and customers. Prepares written documents (such as recommendations, memos, surveys, project plans, business cases, proposals, contracts, reports, business area analysis, procedures, requests for proposal (RFPs), etc.) with clearly organized thoughts using proper sentence structure, punctuation, and grammar. Works courteously with customers and stakeholders in situations that require tact and diplomacy to identify and resolve conflicts or issues. Instructs and trains department staff regarding effective communication methods. Develops a trusting working relationship with customers, team members, management, etc.

**Manual/Physical:** Attends meetings and seminars. Enters data into a personal computer (PC) in order to assemble, organize, and create documentation. Operates a variety of standard office equipment such as a PC, printer, telephone, calculator, and facsimile machine (fax) in order to acquire, process, and disseminate information. Meets scheduling and attendance requirements. Distinguishes colors to determine general effective visual communication.

**Mental:** Prepares budget estimates for program and project budgets. Oversees the work of project managers and project teams. Conducts research and analyzes system data (customer satisfaction surveys, focus groups, project metrics, interviews) to determine the overall health of the technology portfolio and individual project performance or to identify process improvements. Develops policies and procedures, short- and long-term objectives, and program plans and objectives. Negotiates with DoIT and other City department stakeholders to arrive at a consensus on strategic decisions and priorities. Understands and interprets technical specifications, schematic drawings, or other visual aides to assist customers in determining their business and technical needs. Reviews and evaluates information such as status reports and requests for services to determine compliance with City and department policies and state and federal laws. Learns job related material through on-the-job training, in a classroom setting, or through other formats such as self-study or computer-based training. Resolves procedural, operational, and other work-related problems by analyzing problems from a Citywide perspective and recommending resolutions or correcting problems. Supervises and inspects the work products of project management staff to ensure compliance with standard operating procedures and department policies and procedures.

### **Knowledge and Abilities:**

Knowledge of:

portfolio management, capacity planning, and demand management tools and techniques;  
project management tools, standards, methodologies, and control techniques;  
leadership, strategic planning, competitive analysis methodology, and program administration;  
IT Governance;  
general functions of City departments including departmental needs and requirements;  
laws, policies, and regulations governing the purchase of commodities and services for the City;  
IT concepts, practices, policies, and industry trends;  
effective stakeholder management;  
financial models and budgeting;

word processing/office systems equipment; and principles, practices, and procedures of employee supervision including hiring, evaluating, and training.

Skill in:

portfolio management practices;  
project management practices;  
managing complex projects and methodologies;  
challenging, convincing, and influencing various stakeholders;  
business case development and analysis;  
developing data-based prioritization models and performance metrics;  
team leadership;  
planning and organization;  
written and verbal communication; and  
measurement practices.

Ability to:

meet deadlines;  
make oral and written presentations to senior internal and external audiences;  
communicate and build relationships outside DoIT;  
establish and maintain effective working relationships with DoIT management, coworkers, and representatives from other City departments;  
employ strong analytical, problem-solving, and technical skills;  
integrate DoIT resources and customer needs for projects and services so that realistic strategic goals are established, measured, and achieved;  
establish and manage a portfolio management program;  
educate DoIT members and business customers on portfolio management processes;  
measure portfolio and individual project performance and report to management;  
negotiate and facilitate conflict resolutions across stakeholders;  
work effectively in a collaborative, cross-functional environment;  
demonstrate an awareness of the need for an effective and forward-thinking team by building productive partnerships with peers and stakeholders;  
exercise initiative and creativity in the improvement, development, and implementation of overall DoIT portfolio program and project management services;  
understand the long-term ("big picture") and short-term perspectives of situations;  
comprehend the functions and capabilities of new and existing technologies;  
understand the enterprise's political climate and how to respond to the political challenges;  
evaluate the work of assigned project management staff in conjunction with the project, service, and team leaders;  
handle administrative functions, such as timekeeping and approvals and position recruitment; and  
perform high-level budget management and administration for multiple projects and functions.

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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