



Job Title	IT Project Manager, Senior	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	10	Job Code	12789

Class Specification – IT Project Manager, Senior

Summary Statement:

The purpose of this position is to be the primary IT liaison for the implementation of IT projects or IT activities within larger City projects. The Senior IT PM will work closely with the Business Relationship Manager (BRM) to ensure a valid transition from solution development into implementation. During implementation, the Senior IT PM will be responsible for building and strengthening a collaborative and trusting relationship with the IT customers, ensuring IT solutions are implemented on or before agreed targets. The Senior IT PM provides a consistent communication channel as customer requests are transitioned from solutions to released and implemented services. Ensures that our customers have a clear and unambiguous expectation of the major milestones and decision gates on the project timeline. This role involves a significant amount of articulate communication, project knowledge, and facilitation with all stakeholders.

DISTINGUISHING CHARACTERISTICS:

This is the advanced journey level class in the IT Project Manager series. Positions at this level possess a specialized, technical, or functional expertise within the area of assignment and may exercise lead supervision over assigned lower level staff. Employees are typically assigned significant responsibilities above the journey level and often exercise independent judgment in the performance of all duties. This class is distinguished in that it performs the most complex work assigned to series and serves in a working supervisory capacity over lower level staff.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Oversees various medium to large size projects of significant magnitude in terms of complexity, cost, and time. Provides limited assistance, instruction, and advice to junior project managers. Manages project deliverables from solution transition to release and implementation. Facilitates the definition of project charter, scope, goals, and deliverables. Manages resources assigned to projects in regards to project efforts, providing a single point of contact for project assignments. Works closely with the Business Relationship Manager (BRM) to understand negotiated, documented, and agreed request deliverables.



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20%	Creates project plans and project schedules. Monitors, plans, and controls/mitigates project change and risk. Facilitates communication between stakeholders (sponsor, consumer, technical staff, vendors, and IT staff). Facilitates and positively motivates project teams to solidify a sense of accountability for on-time, within budget project delivery.
20%	Acts as a change agent to ensure IT delivers excellent customer service. Concisely and effectively communicates progress, status and issues to the business and IT management. Shows initiative and acts independently to resolve problems, manages multiple priorities and follows through on projects/tasks to completion.
20%	Contributes to near-term and long-term organizational planning and strategy. Tracks and manages project tickets/tasks to ensure timely and agreed implementations. Assists with User Acceptance Testing (UAT). Compiles plans and work assignments, facilitates and monitors work efforts, identifies resource trends and needs, and escalates functional, quality, or timeline issues appropriately.

Competencies Required:	
Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.	
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	
Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	
Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	



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Technical Skills Required:
 Advanced Skills and Knowledge: Work requires advanced skills and knowledge in project management approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in business, computer science, project management, information technology, or a related field.

Experience: Five years of full-time professional project management experience, including large enterprise-wide projects and three years of supervisory and/or management experience.

Education and Experience Equivalency:
 One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:
 Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:
 Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are



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managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:
 This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands:
 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: December 2015