

DEPARTMENT: INFORMATION TECHNOLOGY **FLSA Status:** Exempt/Administrative 1/4/2010
CLASSIFICATION: COMPETITIVE
APPROVED: APRIL 30, 2015

INFORMATION TECHNOLOGY PROJECT MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position responsible for the development, coordination, implementation and administration of information technology projects or enhancements of an existing system. The incumbent manages, coordinates, and establishes priorities for complete life-cycle of projects including planning, design, programming, testing and implementation of business solutions designed to meet requirements of various county departments. Responsibilities include designing project plans which identify needs and define major tasks and milestones based on scope, resources, budget and personnel; determining project needs and acquires resources required for the success of the project; coordinating the development of new systems and/or application projects, the modification of existing systems or applications, or changes in current methods or techniques; and coordinating project performance with the other work of the affected department. Work is performed under the general supervision of the Director of Information Technology and wide leeway is permitted for the exercise of independent judgment in carrying out the duties of the position. The incumbent exercises direct and general supervision over lower-level information technology staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Participates in all facets of computer programming including developing, writing, testing, and debugging computer programs and developing program and user documentation and operator instructions;
2. Manages information technology projects by assigning personnel to projects and directing their activities; providing technical guidance, assistance and/or training to project staff; conducting project staff meetings; preparing project schedules and monitors progress; preparing workload and progress reports related to assigned projects; establishing procedures for performing/modifying project tasks; and studying technical problems and recommending solutions;
3. Manages information technology projects in a municipal government setting by developing project proposals, cost estimates, timelines and schedules; preparing specifications for hardware and software acquisitions; scheduling system acquisition, installation, validation, testing and training; assuring that contracted work is completed as specified; and leading status meetings and provides status reports as needed;
4. Performs business/systems analysis by consulting with users to ascertain required project scopes and results; analyzing work procedures to identify those which are adaptable to computer applications; performing cost benefit analysis and feasibility on computer applications; devising/applying plans to upgrade from manual methods to computerized systems; preparing workflow diagrams and structuring charts to define workflow processes; developing models that document data stored and work processes performed; defining interface and communications requirements; consulting with vendors to ascertain the products available to meet the customer needs; performing as liaison between the customer and vendor personnel that support purchased software; processes software trouble reports and analyzes the system to determine possible problem areas; working on complex reporting requirements and providing data extraction and analysis for software purchased from an outside vendor; and recommending hardware and software to meet user needs;
5. Supervises the work of others by planning, organizing, controlling, assigning and reviewing the work of subordinates;
6. Maintains work standards and provides training, technical guidance and assistance to subordinates;
7. Plans, organizes, and controls the activities of a computer center by establishing personnel policies, resolving staff problems and staff evaluations; supervising applications programming, data base administration, systems analysis/design, and office automation; and providing administrative and technical assistance;
8. Directs the organization by establishing short- and long-range plans; defining lines of authority and responsibility and fosters staff development; and managing teams of staff to meet specific project goals;
9. Participates in web-site development when necessary;
10. Provides user support by developing and implementing ongoing needs assessment; providing training; and providing in-depth support for specific applications;
11. Meets with planning committees to discuss strategic and tactical concerns.

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INFORMATION TECHNOLOGY PROJECT MANAGER CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of information technology project management procedures; thorough knowledge of current innovations and technology in information systems; good knowledge of the principles and practices of public administration and budgeting; good knowledge of project management requirements including facilitation, mediation, project tracking and financial tracking; good knowledge of the components of a technical environment, i.e. network hardware and software, service applications, etc.; computer programming skills; skilled in the use of information technology systems at an acceptable rate of accuracy and speed; ability to negotiate and enforce contracts with vendors; ability to establish and maintain effective working relationships; ability to exercise good judgment in evaluating situations, making decisions, and establishing priorities; ability to coordinate multiple initiatives simultaneously; ability to follow complex oral and written instructions; ability to express oneself clearly and concisely, both orally and in writing; ability to plan, compile and prepare comprehensive statistical and narrative reports; ability to plan and supervise the work of others; modern information technology principles, procedures, and equipment; thorough knowledge of system analysis for application to machine methods; thorough knowledge of the planning and design of machine operations; good knowledge of the practices of business administration; ability to plan and supervise the work of others; initiative and resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma:

- AND:** 1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in computer science, computer technology, data processing, information technology, management information systems, information resource management, computer programming or related field and two (2) years of full-time paid experience in computer programming or the configuration and administration of local and wide area networks, including the coordination and implementation of information technology projects;
- OR:** 2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in computer science, computer technology, data processing, information technology, management information systems, information resource management, computer programming or related field and four (4) years of full-time paid experience in computer programming or the configuration and administration of local and wide area networks, two (2) years of which must have included the coordination and implementation of information technology projects;
- OR:** 3. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree and five (5) years of full-time paid experience in computer programming or the configuration and administration of local and wide area networks, two (2) years of which must have included the coordination and implementation of information technology projects;