IT Project Program Manager

DESCRIPTION OF WORK: Work involves facilitating strategic planning and prioritization for delivery of complex information technology services in large, complex IT organizations to meet agency or university level goals and objectives. Positions manage and provide leadership for staff responsible for the functions of the Enterprise Program Office, including large complex enterprise project management, quality assurance and risk management, enterprise tool sets, and security. Positions have overall responsibility for enterprise portfolio management including strategic planning, forecasting, project prioritization, resource allocation, and budgeting. Other duties include analyzing business requirements, investment and project justification for enterprise IT initiatives including approving complex IT projects and providing financial and performance management functions using benchmarks, metrics and standard reporting. Positions in this class analyze capacity and resource allocation to ensure effective and efficient delivery of services and establish policies, procedures, standards, methodologies and guidelines for information technology projects and services. Normally reports to the Chief Information Officer or other executive management.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing: Not Applicable

Journey: Positions at this level manage enterprise information technology portfolios. Portfolios generally consist of multiple technology disciplines and projects of significant impact across a large agency or university or multiple agencies. Work involves providing leadership for a wide variety projects and ensuring teamwork in resolving problems. Positions oversee adherence to State Technical Architecture as applicable. Provide consultation to the entire project, team sponsors and stakeholders. Positions may mentor or supervise other IT project managers. Ensure that project deliverables meet all the business objectives defined in the project.

Advanced: Positions at this level are responsible for the leadership of significant high risk project portfolios including multiple projects of long duration. Normally projects are either enterprise implementation or multiple technology disciplines interwoven with significant business process re-engineering efforts. Oversee and monitor progress for the review and issuance of the Request For Proposal, the negotiations with vendors, and the evaluation of proposals and award of contract. Monitor vendor performance and realign projects as business needs change. Responsible for all phases and processes of the long term project that may last 5 years or more. Provide advice and counsel to the highest level executive management regarding issues of risk and process engineering.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING: Not Applicable

JOURNEY

Project Management – Responsible for the management of a portfolio of several projects that may be in one or more programs. Typically the assignment would be of major significance to the business, characterized by its high risk profile, its budget, its duration, its complexity of design, or the adoption of new techniques or technologies. Also responsible for acquiring and utilizing the necessary resources and skills, within agreed parameters of cost, timescales, and quality.

Planning and Organizing - Assign to other project managers the responsibilities for developing and executing all project related plans. Responsible for the review of plans for accuracy and manageability.

Technical Knowledge - Demonstrate extensive knowledge of IT and its use in the agency and other organizations.

Technical Solution Development – Propose and lead strategic initiatives.

Technical Support - Identify and plan systematic corrective action to reduce errors and improve the quality of the systems and services, by examination of the root causes of problems.

Consultancy Skills - Provide advice, assistance and leadership in improving the quality of software development, by focusing on process definition, management, repeatability and measurement. The
consultancy can deal with one specific aspect, or it can be wide ranging and address many aspects, or it can be of a strategic nature.

**ADVANCED**

**Project Management** – Responsible for the management of an entire organization’s portfolio of projects, often working in the program/project management office where all agency projects are reviewed for business case, strategic alignment with agency business goals, and the availability of resources to deliver.

**Planning and Organizing** - Responsible for the selection and planning of a portfolio of projects and programs and related activities to achieve a set of business objectives, and management of that program within a controlled environment to maximize the associated business benefits.

**Technical Knowledge** - Exhibit a broad and deep IT knowledge coupled with an equivalent knowledge of the agency’s and the State’s use of IT.

**Technical Solution Development** - Maintain detailed awareness of and promote any relevant statutory, internal, or external regulations, standards, and codes of practice and contribute to the definition of such regulations, standards and codes.

**Technical Support** - Facilitate process improvements by changing approaches and working practices, typically using recognized maturity models. Ensure that appropriate methods and tools for the development and maintenance of systems are adopted and used effectively throughout the organization.

**Consultancy Skills** - Manage or provide advice on the application of appropriate quality and project management techniques to any aspect of an IT function.

**MINIMUM TRAINING AND EXPERIENCE:** Bachelor’s degree in Computer Science, Computer Engineering or closely related degree from an appropriately accredited institution and five years of progressive Information Technology experience, IT project management related work, or technical project management related work; or Bachelor’s degree in Business Administration, Project Management or closely related degree from an appropriately accredited institution and six years of progressive Information Technology experience, or IT project management related work, or technical project management related work; or an equivalent combination of education and experience.

**Special Note:** This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.