



Title:	IT Project Manager
Reports to:	Executive Director of Technology and Innovation
Terms of employment:	12 Months
Salary:	State Salary
FLSA Exempt/Non-Exempt:	Non-Exempt

Nature of Work

Essential job duties include managing Information Technology projects, developing processes, project classification guidance, and requirements documents. Activities include monitoring and controlling Google SUITE system processes, managing scope, construction, testing, implementation, budgetary, schedules, changes, resources, reports, risks, quality assurance, and close out. The employee provides project management and oversight for system development or system integration projects, which includes planning, organizing, communicating, consulting, and serving as liaison with technology department and site administrators. The employee will coordinate and lead a project team(s) for the duration of the project(s) and serve as a liaison to vendors. In this capacity, the employee provides decision-making procedures for the project team to use in resource allocation and maintains records for review of the project.

Qualifications and Licensure

- Bachelor's degree with not less than 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, project management, or mathematics
- Thorough knowledge of advanced concepts and basic operating principles of data communications and information systems hardware and software
- Thorough knowledge of Agile methodology, to direct and coordinate the day-to-day activities, tasks and deliverables required from the project team according to the project plan
- Ability to manage an Infrastructure Project as a service by directing and coordinating the day-to-day activities, tasks and deliverables required from the project team according to the project plan along with Senior Network Administrator
- Ability to coach leaders, teams, and Scrum Masters in Agile practices and mindsets
- Ability to serve as a Scrum Master, facilitate scrum meetings, and lead sprint planning/demo/retrospective meetings effectively

Duties and Responsibilities

- Participates in analysis of IT solutions by tracking the execution of features and capabilities using metrics and escalating and tracking impediments.
- Facilitates project meetings.
- Coaches leaders, teams, and Scrum Masters in Agile practices and mindsets.
- Serves as a Scrum Master in an Agile environment to direct and coordinate the day-to-day activities, tasks and deliverables required from the project team according to the project plan.
- Facilitates scrum meetings and leads sprint, planning, demo, and retrospective meetings.

- Promotes Scrum adoption. Coaches the Team in Scrum, self-organization, and cross-functionality.
- Manages an Infrastructure Project as a service by directing and coordinating the day-to-day activities, tasks and deliverables required from the project team according to the project plan.
- Performs transition service including transition planning and support, release/deployment management, service validation and testing, change management, service asset and configuration management, and knowledge management.
- Operates service including event management, incident management, request fulfillment, access management, and problem management.
- Develops, establishes, and oversees project prioritization process that contributes to the RFP Call for Projects.
- Aligns portfolio with client and WCS strategic goals.
- Develops and maintains records, prepares reports, and composes correspondence relative to the work.
- Serves as a liaison between the WCS and the customer/users concerning requests, standards, and other program and project matters.
- Coordinates work activities by scheduling staff assignments, setting the work priorities, and directing the work of project resources, (including contractual) in the development of new information technology systems and enhancements to existing systems.
- Utilizes established State standard system methods as directed by DPI.
- Directs or participates in the development of documents for service requests.
- Establishes and directs the archiving activities of the portfolio and program.
- Maintains awareness of emerging technologies and project management techniques.
- Thorough knowledge of Project Management principles, concepts, and practices.
- Thorough knowledge of system development life cycle used for the development of new systems and enhancements to existing information systems.
- Performs other duties as assigned by the supervisor.

Physical Requirements (if applicable)

- Work requires the occasional exertion of up to 10 pounds of force.
- Work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities.
- Work occasionally requires exposure to outdoor weather conditions.

Special Requirements (if applicable)

- Ability to transition service including transition planning and support, release/deployment management, service validation and testing, change management, service asset and configuration management, and knowledge management.
- Ability to work in a team environment involving matrix organizations.

- Ability to resolve conflicting high-priority requirements.
- Ability to communicate the needs of others effectively.
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.
- Ability to conduct training and informational sessions.
- Ability to communicate effectively, build consensus, facilitate working sessions, and negotiate solutions and alternatives.
- Ability to maintain favorable public relations and perform problem/issue resolution.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees of this job.