

INFORMATION SERVICES PROJECT MANAGER

DEFINITION

The Information Services Project Manager directs and manages the processes and activities of multiple, concurrent, large and complex County technology projects. Projects may involve multiple departmental customers.

CLASS CHARACTERISTICS

This is the journey level in the Information Services Project Manager series. Work involves the management of diverse stakeholder expectations and cross-functional project teams. Employees are responsible for projects being accomplished within the prescribed scope, schedule, funding parameters, and stakeholder quality requirements and expectations.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. May exercise technical and functional supervision to assigned staff.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

Strategy & Planning

- Define and document project scope, goals, deliverables, success criteria and budget that support business goals in collaboration with senior management and stakeholders.
- Effectively communicate and manage project expectations and success criteria to team members and stakeholders in a timely and clear fashion, throughout the project life cycle.
- Plan, schedule and track project timelines, milestones and deliverables. Identify and manage project dependencies and critical path.
- Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements.

Acquisition & Deployment

- Estimate the resources and participants needed to achieve project goals.
- Negotiate with department managers for the acquisition of required personnel from within the organization.
- Assess the need for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle.

Operational Management

- Direct and manage project development from beginning to end.
- Delegate tasks and responsibilities to appropriate personnel.
- Identify and resolve issues and conflicts within the project team.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Coach, mentor, motivate and lead project team members and contractors, and influence them to take positive action and accountability for their assigned work.
- Build, develop, and grow any business relationships vital to the success of the project.

Other Duties

- Provide training to other technical staff and clients.
- Provide input to performance evaluations of staff assigned to projects.
- Develop Requests-For-Information (RFI) and Request-For-Proposals (RFP) per the Lane County standards.
- Work with County's legal representatives and department representatives towards the execution of contracts.

MINIMUM QUALIFICATIONS

Knowledge of

- Project management principles, processes, and techniques.
- Team management principles and techniques.
- Communication techniques to bring about agreement between divergent points of view.
- Methods and techniques of contract administration and procurement procedures.
- Techniques for facilitating group processes including meetings and electronic collaboration.
- Change control and quality assurance processes.
- Principles and techniques used in budget management.

General Knowledge of

- Data storage concepts and management.
- Application programming techniques, database and system design.
- Server administration, system security and network design.
- Internet, Intranet, Extranet, n-tier and cloud architectures.

LANE COUNTY
IS Project Manager (Continued)

- Requirements gathering, business needs analysis and documentation techniques.
- Principles of functional and technical supervision.

Ability to

- Plan and manage multiple, concurrent, large, complex technology projects.
- Assemble and lead multiple, concurrent multi-disciplinary project teams.
- Recognize issues that impact the projects and mitigate project risks.
- Gain consensus among conflicting individuals and groups.
- Speak effectively in public to groups or individuals.
- Convey technical information simply and clearly, both verbally and in writing.
- Write clear, concise and direct narrative and statistical reports.
- Use a personal computer and software typical to project management including spreadsheets, word processing and other presentation software.
- Apply project management principles and professional standards.
- Maintain awareness of current technology and future technological trends.
- Effectively facilitate meetings.

EXPERIENCE AND TRAINING

Training

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, Project Management, Business Information Systems, Business Administration, Management, Public Administration or a related field.

Experience

- Four years of professional technology experience that demonstrates the candidate's ability to manage technology projects. Or an equivalent combination of experience and training that will demonstrate the required knowledge and abilities.

Security Clearance

- As a condition of employment, these positions require a criminal background investigation and a security clearance to have and maintain access to the Area Information Records System (AIRS) and/or the Law Enforcement Data Systems (LEDS).