



Job Title	IT Project Manager II	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	7	Job Code	12704

Class Specification – IT Project Manager II

Summary Statement:	
<p>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 IT PM will work closely with the Business Relationship Manager (BRM) to ensure a valid transition from solution development into implementation. During implementation, the 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 IT PM provides a consistent communication channel as customer requests are transitioned from solutions, to released and implemented services. Ensures that IT 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.</p>	
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%	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 upon requested deliverables.
20%	Creates project plans and project schedules. Monitors, plans, and controls/mitigates project changes and risks. 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 for ensuring that 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.



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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.
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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: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

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: Three years of full-time project management experience, including large enterprise-wide projects.



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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.

Supervision Exercised:
 Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

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

Fiscal Responsibility:
 This job title has no budgetary responsibility.

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.



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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