City of Portland Job Code: 30001032

CLASS SPECIFICATION Technology Capital Project Manager II

FLSA Status: Exempt

Union Representation: Nonrepresented/ Incumbents hired after 12-10-2008 are exempt from Civil Service (Ordinance #189326)

GENERAL PURPOSE

Under general policy direction, manages the development and implementation of a group of interrelated and highly critical technology capital projects for the City of Portland. The Technology Capital Project Manager II manages the schedules, tasks, deliverables, budget, and contracting and oversees the individual project managers, who are each responsible for a major technology capital project; insures that overall project goals for budget, schedule, quality, and functionality are achieved, in addition to individual project goals; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Technology Capital Project Manager II is responsible for managing, directing and coordinating the development and implementation of several interrelated new and/or replacement technology systems, which are each complex and multi-faceted and impact the City and possibly other regional jurisdictions and government agencies. This position oversees the work of the individual project managers, who in turn manage vendors, integrators, consultants, and/or City staff on their individual technology capital projects. This position reports to the Chief Technology Officer (CTO) who serves as the project director. A key objective with these capital technology projects is maintaining and enhancing the interoperability of systems critical to the operation of various City bureaus. Also, these projects typically involve active participation of several external agencies and require the promotion of effective cross-jurisdictional collaboration and planning in order to be successful. Incumbents operate in a complex political environment, with bureaus and jurisdictions that may have competing priorities and conflicting interests. Assignments require the use of sound, independent judgment on issues that are complex, interpretive and evaluative in nature.

The Technology Capital Project Manager II is distinguished from other information technology managers in that the incumbent in this class is the project manager for a group of highly complex and interrelated major technology capital projects. It varies from other capital managers in that the incumbent manages technology capital projects rather than general public works capital projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

- 1. Manages a large-scale, multi-system technology capital project consisting of several interrelated, yet unique sub-projects; provides project direction and supervision to reporting project managers and other assigned staff; oversees the RFP and selection processes to select vendors, integrators and/or consultants; monitors the work of project staff; reports progress and escalates issues identified by the individual project managers to the CTO, Executive Committees, Bureau Directors, Advisory Committees, Regional Governance boards and City Council; responds to Project Director and Advisory Committee issues and documents response and resolution.
- 2. Develops the overall project plan and directs the development and implementation of individual project plans to meet goals and service objectives; develops, recommends and manages the overall project budget; develops and implements or recommends associated project policies and operating and administrative procedures; identifies and recommends solutions to project resource needs and requirements; plans, organizes, implements and evaluates work activities to meet established overall project goals and objectives; analyzes alternative methods or processes to meet project and service delivery goals.
- 3. Develops and implements staffing and training for the overall and individual projects; works with reporting project managers and staff to ensure a high-performance, results-oriented work environment that supports achieving the projects' missions, goals and objectives; establishes performance requirements; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.
- 4. Provides leadership and works to develop and retain highly competent, service-oriented staff through training and day-to-day management practices that support the City's and project's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
- 5. Monitors the plans, solutions and general direction of reporting projects to insure that resulting systems will be interoperable, and that business processes and solutions are compatible; insures cross-project communication occurs.

- 6. Oversees the development of RFP's and vendor/consultant selection process.
- 7. Monitors the progress and results of the analysis and redesign of complex work and business processes; advises project managers and staff on potential solutions; insures documentation of designs and solutions.
- 8. Tracks and evaluates the effectiveness of project activities; makes or recommends project modifications; manages change control processes; conducts management reviews of progress and conformance with timelines, budgets and project charter requirements; and develops project reports, narratives and statistical program performance reports and recommendations.
- Coordinates and integrates project activities with other bureaus and external stakeholders; develops project partnerships and insures effective communication of goals, progress, and decisions.
- 10. Convenes appropriate task forces and committees; assists the Project Director in organizing agendas, issues and presentations for the Chief Administrative Officer and senior managers on various project advisory committees; develops and prepares City Council reports and presentations.

MINIMUM QUALIFICATIONS

Knowledge of:

- 1. Principles and practices of managing, developing and administering two or more large, concurrent, interrelated and complex technology projects including developing and managing project staff, budgets, work plan, and timelines.
- 2. Principles, practices and techniques of computerized systems analysis, including applications design, hardware and software options and the cost-benefit of system alternatives.
- 3. Thorough knowledge of the operations and functions and services of the bureaus and jurisdictions involved in assigned projects.
- 4. City operations and functions and associated information systems and technology issues.
- 5. Customer relationship management and internal consulting concepts and practices.
- 6. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.

- 7. Pertinent Federal, State and local laws, codes and regulations.
- 8. Principles and practices of sound business communication.
- 9. Principles and practices of effective management and supervision.
- 10. City human resources policies and labor contract provisions.

Ability to:

- 1. Plan, coordinate, direct and manage the development and implementation of multiple large and complex technology capital projects including budgets, work plans, process flow diagrams, use cases and timelines.
- 2. Integrate and monitor the progress of multiple interrelated technology capital projects and meet individual project goals while insuring that overall project goals are met, including interoperability of systems and functionality to meet business needs.
- 3. Identify business and customer needs, issues and opportunities, define project requirements; analyze problems and alternatives, develop sound conclusions and recommendations.
- 4. Identify conflicting interests and competing priorities across bureau, jurisdiction and project lines; facilitate resolution of conflicts in politically sensitive situations involving bureau directors, agency directors, City council and other governing bodies and advisory groups.
- 5. Use project management tools and techniques to ensure projects are completed on time, within budget, and meet customer and business needs.
- 6. Set priorities and allocate resources to meet project needs in a timely, effective manner.
- 7. Work collaboratively with a variety of consultants, project staff, senior managers and representatives of other bureaus to successfully develop and implement the system.
- 8. Coordinate, facilitate and direct the work of a variety of committees and work groups.
- 9. Communicate information, proposals and recommendations clearly and logically in writing and in meetings for both technical and non-technical audiences

10. Understand, interpret, explain and apply City, state, federal policy, law regulation and court decisions applicable to areas of responsibility.

11. Exercise sound, expert independent judgment within general policy guidelines.

12. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues

and situations

13. Establish and maintain effective working relationships with all levels of City management, other governmental officials, consultants, employees, vendors, the public

and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in management information systems, computer science, business administration, or a closely related field; and at least ten years of progressively responsible technology systems project management experience, at least three of which were in a management capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred. Experience in a public

agency is preferred. Project Management Institute (PMI) certification is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments. Successful completion of a comprehensive Portland Police background investigation may be required for certain

assignments

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and

the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted:

12-10-2008

June 2009 - Change Job Class number from 7523 to 30001032, due to system change.