

**CLASS SPECIFICATION**  
**Technology Capital Project Manager I**

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 highly critical technology capital projects for the City of Portland by managing the schedule, tasks and deliverables; oversees the work of the project integrator/vendor/consultant staff and may supervise City staff as assigned; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

A Technology Capital Project Manager I is responsible for managing, directing and coordinating the development and implementation of a highly complex new and/or replacement technology systems supporting critical needs of the City and other county and regional jurisdictions and citizens. This position oversees the work of vendor consultants assigned to the project. Successful project completion requires extensive collaboration among the Bureau of Technology Services (BTS), City Bureaus, and other county and regional jurisdictions utilizing the systems or coordinating with the City to successfully complete the large capital projects. Assignments require the use of independent judgment on issues that are complex, interpretive and evaluative in nature.

Technology Capital Project Manager I is distinguished from the Technology Capital Project Manager II by the latter's responsibility for managing multiple, concurrent and interrelated technology capital projects. It is distinguished from other information technology managers in that the incumbents in this class manage projects of higher complexity, scope, cost and impact to the City and region. It varies from other capital project 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 the large-scale technology capital project; provides project leadership to assigned staff; oversees the RFP and selection process to select vendors, consultants and/or integrators; oversees the work of consultants, reports progress and escalates issues to higher level project management and to the Project Director and Advisory Committee; responds to Project Director and Advisory Committee issues and documents response and resolution.

2. Develops and implements project plans to meet goals and service objectives; develops, recommends and manages project budgets, features and metrics; identifies and recommends solutions to project resource needs and requirements; plans, organizes, implements and evaluates work activities to meet established project goals and objectives; analyzes alternative methods or processes to meet project and service delivery goals.
3. May supervise City staff as assigned; develops and implements team staffing and training plans; works with staff to ensure a high- performance, results-oriented work environment that supports achieving the project's mission, 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. Oversees the development of RFP's and vendor/consultant selection process.
6. Leads and participates in the analysis and redesign of complex work and business processes and practices to facilitate system implementation and to improve the efficiency of system operations.
7. Tracks and evaluates the effectiveness of project activities; makes or recommends project modifications; conducts management reviews of progress and conformance with time lines, budgets and project charter requirements; and develops project reports, narratives and statistical program performance reports and recommendations.
8. Coordinates and integrates project activities with other bureaus and external stakeholders; develops project partnerships and insures effective communication of goals, progress, and decisions.
9. 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, practices and techniques of computerized systems analysis, including applications design, hardware and software options and the cost-benefit of system alternatives.
2. Principles and practices of managing, developing and administering a large and complex technology project including developing and managing project staff, budgets, work plan, and timelines.
3. Customer relationship management and internal consulting concepts and practices.
4. Thorough knowledge of the operations and functions of bureaus and jurisdictions involved in the assigned project
5. City operations and functions and associated information systems and technology issues.
6. Pertinent Federal, State and local laws, codes and regulations.
7. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
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 a large and complex technology system project including budgets, work plans, process flow diagrams, use cases and timelines.
2. Use project management tools and techniques to ensure project is completed on time, within budget, and meet customer and business needs.
3. Set priorities and allocate resources to meet project needs in a timely, effective manner.

4. Work collaboratively with a variety of consultants, project staff, senior managers and representatives of other bureaus and other jurisdictions to successfully develop and implement the system.
5. Coordinate, facilitate and direct the work of a variety of committees and work groups.
6. Identify business and customer needs, issues and opportunities, define project requirements; analyze problems and alternatives, develop sound conclusions and recommendations.
7. Communicate information, proposals and recommendations clearly and logically in writing and in meetings for both technical and non-technical audiences.
8. Understand, interpret, explain and apply City, state, federal policy, law regulation and court decisions applicable to areas of responsibility.
9. Exercise sound, expert independent judgment within general policy guidelines.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
11. 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 seven 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.

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### Class History:

Adopted: 12-10-2008

June 2009 - Change Job Class number from 7521 to 30001031, due to system change.