



IT Project Manager

Class Code:
5015

Bargaining Unit: Alameda County Management Employees
Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Mar 7, 2019
Revision Date: Mar 12, 2019

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general supervision, the Information Technology (IT) Project Manager coordinates the implementation of stakeholder requirements for computer systems and ensures that multiple projects deliver on time, within budget, and to stakeholder specifications. In addition, incumbents in this position manage the implementation of automated solutions for the enterprise, client/server and desktop computer systems, and network needs of the clients.

DISTINGUISHED FEATURES

The incumbents provide project management, risk assessment, and technical support in the design, analysis, development, implementation, and maintenance of enterprise systems to meet specific organization information technology needs.

This class is distinguished by the number, size, and complexity of the projects managed, the amount of discretion exercised over technical issues, problems, and resolutions. This class is further distinguished from the Business Analyst series in that the latter consults in partnership with customers to identify and address areas of potential automation of business functions, whereas the IT Project Manager series implements the solution specifications that are identified by the Business Analysts.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Plans and oversees IT projects to completion: Identifies scope and objectives; identifies deliverables and establishes schedules and timelines; identifies project resources and skill level of necessary resources; assigns work to the project team; monitors budget constraints and client satisfaction levels;

2. Provides technical advice and recommends policies, procedures, enhancements, and acquisition of hardware, software, and services to clients; advises on project feasibility and recommends solutions;
3. Plans, designs, builds, tests, implements, maintains, and enhances complex business systems;
4. Convenes with stakeholders to establish production goals, priorities, and major work schedules for information technology projects;
5. Meets with clients to discuss the status of projects: including timelines, schedules, and resources;
6. Develops and obtains agreement on service-level agreements;
7. Meets with customers, vendors, and technical staff to identify problems and potential solutions in order to facilitate the resolution of problems, revises project plans document changes;
8. Develops cost and budget analyses; determines long-range project staff requirements;
9. Performs other related duties as required.

MINIMUM QUALIFICATIONS:

Education:

Graduation from college with a Bachelor's degree in a field related to computer science, Information technology, business management, or equivalent experience.

And

Experience:

Two years of experience in one of the following areas: technical project management, system analysis, IT engineering, IT support specialist, programming, data analysis, database administration.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Principles and practices of technical project management;
- Organization and elements of an information technology department;
- Software used to manage projects;
- Application development life cycle;
- Business system applications used in customer departments;

- Principles and techniques of software and system quality assurance and control;
- Principles and practices of technical problem solving;
- Team dynamics and team building;
- Principles, practices, and techniques of customer service;
- Design, installation, and maintenance of enterprise, network, distributed, client/server, and desktop computer systems;
- Principles and practices of producing project and technical documentation;

Ability to:

- Coordinate multiple projects and schedules;
- Understand information technology systems and methodologies;
- Define problems and develop alternative solutions;
- Work effectively with customers and executive management;
- Promote and maintain a team environment;
- Maintain effective working relationships with other staff and customers;
- Communicate clearly, both orally and in writing;
- Make technical oral presentations to both technical and non-technical audiences.

Physical Demands:

This is primarily a desk job with periods of indoor physical activity. The job requires occasional travel by car. Physical demands include occasional lifting and carrying up to 25 pounds; walking, some bending, stooping and squatting.

Special Requirements:

A California driver's license requirement will be reviewed on a position basis in accordance with ADA regulations.

Working Conditions:

Environment is generally clean with limited exposure to conditions such as dust, fumes, odors, or noise. Video terminal is used on a daily basis.