

IT Business Services and Project Manager

GENERAL STATEMENT OF DUTIES: Responsible for the overall planning and support of the business units leading of Information Technology projects and programs. Works with customers to develop project scope of work documents and project plans. Uses project management skills to manage project roles, identify resource requirements, meet training needs, define project deliverables, provide customer satisfaction and reporting structures, and to insure quality of projects. Documents opportunities to integrate systems and resources to fulfill business requirements. Ensures effective communications and relationships between customers and the IT Department are maintained. Must be available to respond 24x7 to address systems issues or support business functions when required. Works under the supervision of the Chief Information Officer or designated staff member.

STATEMENT OF TASKS:

Works with appropriate customers to identify and coordinate new Information Technology system developments and/or enhancements;

Manage the daily support of customer issues and ensure customer satisfaction;

Works with customers to develop project documentation including scope of work, project plans that include an analysis of benefit, cost, work schedule and any related risks;

Assigns, schedules, trains, reviews, and monitors IT support activities and project work to ensure that progress is within expected guidelines and is completed on time and within budget;

Mentors and provides expertise to assigned team members;

Identifies, tracks, monitors and communicates issues, scope changes, variances and contingencies that may arise during the implementation of Information Technology activities and facilitates amicable solutions with the appropriate customer(s);

Maintains effective communication and working relationships with customers and team Members;

Identifies Information Technology system design alternatives, researches existing Information Technology systems in the marketplace, and recommends viable Information Technology solutions;

Prepares and presents oral and/or written project and customer reports and presentations.

Organizes and conducts meetings;

Utilizes current county-wide and/or department specific software to complete assignments.

Develops Requests for Proposals (RFP), evaluates responses, and leads Information Technology system selection teams;

Identifies and documents opportunities to integrate with current Information Technology systems and drive cost reductions through business process automation;

Ability to communicate to accurately convey information;

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

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DESIRED KNOWLEDGE SKILLS AND ABILITIES:

Highly self-motivated and directed with solid leadership skills;
Outstanding written and verbal communication skills;
Ability to communicate with Directors, Elected Officials, customers and staff
Supervision of staff and ability to work well in a team environment;
Knowledge and expertise in IT Project Management;
Knowledge and expertise of government business functions;
Knowledge and configuration of IT Security best practices;
Ability to work in and remain professional in high stress environment;
Ability to conduct research across a wide range of computing issues;
Ability to analyze design and architect appropriate technology solutions;
Passion for continuous learning.

MINIMUM QUALIFICATIONS:

Bachelor's degree (Master's preferred), in the field of computer science, information sciences, or a related field.

-AND-

Three (3) years' experience in Supervision of IT application and user support teams
Three (3) years' experience with Microsoft Project or other Project Management Software
Three (3) years' experience in IT Project Management
Three (3) years' experience in Business Requirements Definition
Three (3) years' experience in IT Service Desk functions
Three (3) years' experience with managing information systems application and user security
Three (3) years' experience with application system integrations/engineering/architecture

One or more of the following certifications preferred: Current Project Management Certification, Certified Information Systems Security Professional (CISSP)


Human Resources Director

Established: June, 2019