

IT Project Analyst / Manager

DESCRIPTION OF WORK: Positions in this banded class are responsible for project management work involving planning and coordination of information technology projects. To ensure that the assigned goals and objectives of the project(s) are accomplished within agreed upon time frames and budget limitations. This includes the responsibility to direct the work of other project team members and for managing team activities in order to assure the best use of time and resources to meet project defined objectives and deliverables. Projects may vary from managing small, less complex technology projects to managing extremely complex projects that have agency, university or state-wide impact. Projects managed may include projects of multiple technology disciplines (i.e. hardware, software, applications development, network infrastructure etc.) and/or significant business process re-engineering efforts. Projects may involve significant risks to the state in areas of viability of service, public perception and monetary costs. Work typically involves the responsibility for identifying, understanding and managing business impact of projects. IT Project Managers at the advanced level may supervise lower level IT Project Managers at the contributing and journey levels. Positions are held accountable to inform IT executives, business sponsors, department heads and agency/ university administrators of IT project progress including management of deadlines and schedule, straying within the allotted budget and completing deliverables to ensure project success.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing: Positions at this level manage small IT projects. Projects managed are low to medium risk, do not require complex technology and may provide new capabilities to a division or a small number of business functions within an agency. Manage project schedule, costs and deliverables. Requires ability to create a project plan and project schedule including identifying dependencies and constraints. Must be able to assign tasks to accomplish goals to appropriate project team members. Must have understanding of system development life cycles and ability to analyze and assess a customer's business environment and workflows. Must be able to troubleshoot problems and mitigate risks of medium complexity and apply lessons learned. Implement technical change management and configurations management process and monitor to ensure adherence by the team for project success. Establish and maintain trust and relationships with all stakeholders. Ensure project teamwork as well as solicit feedback from team members to improve project performance.

Journey: Positions at this level manage medium size IT projects or multiple small IT projects with at least one with medium risk and impact or a major subset of a large high risk impact project. Projects can be complex with multiple technology disciplines and may include enterprise implementation. Responsible for project schedule, including the ability to staff resources through all phases of the project. Responsible for producing and maintaining project budget while keeping stakeholders informed of potential budget changes. Work requires knowledge of project management plans including communication, change, procurement and risk and being well versed in IT and the relevant applications and platforms. Positions must have a working knowledge of client's business and strategic objectives and understands the agency and government politics that may impact projects. Duties include providing leadership for the project and managing the project team in resolving issues and risks and ensuring adherence to Statewide Technical Architecture requirements. May mentor or supervise other IT project managers. Ensure that project deliverables meet all the business objectives defined in the project.

Advanced: Positions at this level are responsible for managing, organizing and leading large, complex IT projects with high risk. Must be able to manage IT projects involving multiple agencies or resulting in statewide or citizen impact. Normally manage IT projects requiring either enterprise implementation or multiple technology disciplines with significant business process re-engineering efforts. Positions are responsible for project team managers including assigning work, conducting performance reviews and hiring project team staff. They are involved with review and issuance of the RFP, negotiations with vendors, and evaluations of proposals and award of contract. Positions monitor vendor performance and realign projects as business needs change. Positions are proactive in managing complex projects to avoid problems and delays. Responsible for all phases and processes of the long term project that may last five years or more. They ensure adherence to System Development Life Cycle methodologies position. Provide advice and counsel to executive level management regarding issues, risk, schedule, budget, scope, changes, and communication and business process changes. A project management professional certification is preferred.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

Project Management – Ability to manage single small technology projects and subsets of larger technology projects.

Planning and Organizing - Ability to create a project plan that is approved, realistic and formal. The plan should adhere to the agency standards and include a staffing plan, communication plan, change management plan, configuration management plan, project test plan, acceptance criteria, quality assurance plan, statement of work, procurement plan, training plan, deployment/roll out plan, and a risk management plan.

Technical Knowledge - Exhibit understanding of system development life cycle required for the type of project and ability to define work breakdown structures, and risk assessment accordingly for technology products or services.

Technical Solution Development - Manage project variances and confer with senior project manager periodically to ensure variances are correctly identified, reported, and managed well.

Technical Support - Ability to troubleshoot problems and mitigate risks of medium complexity by reviewing lessons learned with peers and to apply lessons learned from others.

Consultancy Skills – Consult with project sponsor to provide status updates on project activities. Build and maintain customer support of project being managed.

JOURNEY

Project Management – Ability to lead medium size, complex project(s), multiple small projects, at least one of which has medium risk and impact, or major subsets of large high risk and impact projects involving multiple staff across functional areas.

Planning and Organizing - For project(s) assigned, responsible for building project plan to work breakdown structure (WBS) level with team participation. Provide regular day-to-day planning and organize the work of others.

Technical Knowledge - Well versed in IT, particularly relevant applications and platforms as well as agency and enterprise operational capabilities and strategies. Attain and apply domain knowledge.

Technical Solution Development - Provide project management leadership on complex projects. Facilitate team involvement in resolving difficult technical issues.

Technical Support - Use experience in creative resolution of resource gaps, development of workarounds, and budget shortfalls.

Consultancy Skills - Provide consultation to the project team, sponsors and other stakeholders on the strategies for moving project forward.

ADVANCED

Project Management – Responsible for managing, organizing and leading large, complex IT projects with high risk. Projects usually include enterprise implementation; consist of multiple technology disciplines and/or significant business process re-engineering efforts.

Planning and Organizing - Develop, manage and monitor the integrated master schedule for highly complex projects or multiple phases of a project. Ensure that integrated master schedule is followed and must be accountable for changes to the schedule.

Technical Knowledge - Apply known Project Management (PMBOK based) approaches for developing and managing projects such as estimation methodologies, earned value calculations, and Risk Assessment/Mitigation Plan (RAMP).

Technical Solution Development - Advocate project alternatives in line with enterprise standards.

Technical Support - Use lessons learned from projects and develop best practices for future projects.

Consultancy Skills - Counsel and advise senior level management and leadership regarding issues and risks, process re-engineering, and technology issues.

MINIMUM TRAINING AND EXPERIENCE: Bachelor's degree in Computer Science, Computer Engineering or closely related degree from an appropriately accredited institution; or a Bachelor's degree in Business Administration, Project Management or closely related degree from an appropriately accredited institution and one year of experience in IT project management or technical project management related work; or an equivalent combination of education and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.