



## IT MANAGER – APPLICATIONS AND PROJECT MANAGEMENT

**Department:** Information Technology  
**Job Class #:** 635200  
**Pay Range:** Executive 11

**FLSA:** Exempt  
**Represented:** No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

### **GENERAL FUNCTION:**

The IT Manager – Applications and Project Management is responsible for the overall planning, coordination, implementation, execution, control and completion of projects consistent with company strategy, commitments and goals. This position provides primary direction and supervision to IT staff who are responsible for managing multiple IT projects that require multi-department integration and implementation, that are unusually large in scope, and are highly visible, politically sensitive, and have significant financial impact to the County. The incumbent must be able to manage multiple concurrent projects, implement 3<sup>rd</sup> party applications on premise or cloud, applying practical project management methodologies, skills, tools and techniques to ensure on-schedule, on-budget project delivery.

Additionally, the IT Manager for Applications and Project Management implements innovative and efficient project management practices for agile software development projects and enterprise commercial software implementation projects. This position is responsible for return on investment analysis, project scoping, deliverables, communication, risk management, scheduling and project outcomes. This position works with departmental, state, federal & local stakeholders to negotiate the initiation/continuance of applications/systems based on business needs and available resources, and institutes adequate controls for underlying programs per departmental, state, and federal IT policies, regulations & standards.

### **ESSENTIAL FUNCTIONS:**

The IT Manager for the Applications and Project Management Division provides domain expertise and leadership in IT Department projects and assessments with the following responsibilities:

- Provide consultation to Client Department management on critical IT business and project issues; assess costs, risks and impacts of information technology strategies and approaches; coordinate cross-organizational efforts.
- Build trust and long-lasting relationships with key clients.
- Coordinate with software development teams, department business analysts and business management.
- Provide periodic reports of technology project and implementation activities as required to achieve and maintain performance measures.
- Serves as a technology ambassador and liaison for the Information Technology Department by establishing and providing proactive communication with clients, team members, and management. Conduct outreach to peer organizations, universities, and external clients.
- Design of agile project management process to support a wide variety of technology projects integrated with governance and budgeting initiatives.
- Manage and control day-to-day project activities, issues, risks, quality, and budget for project team.

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- Provide excellent project management in the following areas:
  - Project planning, estimating and resource forecasting
  - Project management of tasks, teams, schedules, budget and deliverables
  - Project implementation planning and detailed task management
  - Project client relationship management with proactive status reporting and communications.
- Manage project risks by considering the ultimate impact of decisions and actions.
- Manage competing demands and easily adapting to changes in the work environment such as delays or unexpected events.
- Select, implement and support project management tools and systems.
- Establish measures of success, acceptance criteria, and methods to track, control and report status.
- Determine charter and scope of each project; prioritize projects according to business needs or values; set priorities.
- Develop a framework for project investment justification and return on investment.
- Facilitate discussions and consensus among various project stakeholders such as analysts, developers and clients.
- Manage vendor relationships during project execution.
- Determine financial and performance indicators and use evaluation findings to redirect the project or program. Monitor financial status of the program or project, and develop and monitor revenue and expenditure budgets.
- Manage assigned operations to achieve Division goals within budgeted funds and available personnel.
- Teach and coach peers on project management best practices and techniques.
- Develop change management processes and controls.
- Develop and supporting a technology portfolio management system and process.
- Perform project oversight for reporting on and presenting metrics.
- Assist developing business process improvements, business requirements and cost/benefit analysis.
- Perform quality reviews, developing lessons learned documentation and preparing post project review of costs and benefits.
- Provide oversight, coaching, mentoring, leadership and performance feedback to project teams.
- Conduct outreach to peer organizations, universities and external clients.
- Promote technology initiatives and benefits.
- Participate as a member of the Information Technology management team and prepare performance measures and support project governance and cost allocation tasks and initiatives.
- Plan and organize workloads and staff assignments; review progress, and direct changes in priorities, schedules, procedures to meet deadlines.

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- Motivate staff by setting and achieving challenging goals; demonstrate persistence in overcoming obstacles.
- Lead change management and risk management, identifying appropriate resources and developing schedules to ensure timely project completion. Manage risks by considering the ultimate impact of decisions and actions.
- Select, supervise, coach and evaluate assigned staff. Establish work rules and performance standards, conduct and oversee performance evaluations and initiate and implement disciplinary actions as needed. Resolve grievances and other personnel matters. Provide for the training and motivation of subordinates in order to make full use of individual capabilities and to meet changing system demands.
- Partner closely with other department managers to ensure proactive planning, smooth deployment, and excellent on-going support for their applications.
- Effectively market IT services, promote technology initiatives, and advocate strongly for project benefits.
- Be a visible leader in organization change management for IT related initiatives.
- Present County project achievements at IT conferences and participate as a member of County-wide, State-wide, and other committees and groups when necessary to fulfill the general duties of the position.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, and holidays.

#### **OTHER JOB FUNCTIONS:**

- Assists department director with special projects as assigned.
- May function as the Director of Information Technology.
- Perform other job functions as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

##### **Knowledge of:**

- Advanced knowledge of business operations, strategic information requirements, and priorities of customers business.
- Principles and practices of public administration/policies, county government, personnel management, and modern supervisory practices.

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- Information systems, including analysis, design, development, implementation, maintenance, documentation and training procedures and practices
- Strategic planning principles and practices.
- Management of advanced large-scale projects.
- Negotiation and conflict resolution
- State-of-the-art developments and trends in the field of information technology.
- System analysis, procedure/process analysis and problem resolution by working with multiple stakeholders in a problem-solving environment.
- Project and change management principles and practices.
- Information technology security principles and practices.
- Fiscal management.
- Budget and contract development and administration.
- Business continuity and disaster recovery principles and practices as well as use of GIS in emergency management.

#### **Skill in:**

- Achieving results and reach outcomes.
- Planning and organization.
- Organizing, planning, executing large-scale projects from vision through implementation.
- Working on multiple complex, highly visible, and politically sensitive projects.
- Synthesizing complex information and influencing decision makers.
- Leading multi-discipline work teams.
- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Analytical problem solving and decision making combined with the ability to facilitate efficient resolution of problems. Considers the relative costs and benefits of potential actions and chooses the most appropriate.
- Exercising independent judgment and creative problem-solving.
- Facilitating creative and strategic discussions in order to address emerging problems and opportunities.
- Providing leadership and management of technical personnel; delegating work assignments, matching the responsibility to the person and giving authority to work independently.
- Functioning in a fast-paced, short deadline environment, and the ability to come up with innovative cost-effective decisions.

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- Resolving interpersonal and interdepartmental conflicts and coordinating solutions to critical problems and ensure completion of planned deliverables.
- Communicating changes effectively and building commitment and overcomes resistance.
- Making effective presentations of technical and complex matters.

#### **Ability to:**

- Translate business needs into information technology solutions and provide detail-oriented project management leadership with strong consultative skills.
- Prioritize projects and negotiate with departments within budgeted funds and available personnel.
- Develop divisional goals and objectives and perform planning and budgeting functions which include authorization of purchases and expenditures.
- Manage complex business strategy and technology projects as well as develop successful solutions to multi-faceted issues as they arise.
- Keep up-to-date technically, and apply new knowledge to creatively develop, design, and innovate new solutions, ideas, relationships, or products.
- Develop, implement and maintain policies, standards, and procedures.
- Handle difficult or sensitive situations with diplomacy and tact, while maintaining confidentiality.
- Balance team and individual responsibilities; Work in a collaborative manner with technical and non-technical personnel; exhibit objectivity and openness to others' views; build a positive team spirit; treat others with respect regardless of status or position; inspire the trust of others; facilitate knowledge share between individuals to contribute to team effectiveness and supports everyone's efforts to succeed.
- Mentor staff in job duties and responsibilities and provide guidance to direct reports on problems.
- Establish and maintain effective communication and working relationships with staff, vendors, contractors, management, public officials, the media and the general public.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently in a fast-paced environment (24/7/365) and in a timely manner. Manages competing demands; able to deal with frequent change, delays, or unexpected events.

**SUPERVISION RECEIVED AND EXERCISED:** Work is performed with considerable latitude for independent judgment and the employee is expected to manage services and staff in conjunction with the Department's mission. Work is reviewed through meetings, projects, and by overall evaluation of results obtained by the Director, Information Technology for compliance with regulations, policies and procedures. The IT Manager –Applications and Project Management has full supervisory responsibility for assigned employees.

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**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Work is primarily based in an office setting. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Ability to move throughout and office environment, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Travel to various work sites throughout the region may be required.

#### **MINIMUM REQUIREMENTS TO APPLY:**

- A Bachelor of Arts or Bachelor of Science degree in information technology, computer sciences, business, engineering or related field required, and
- Eight or more years of technology project management experience; and
  - Four or more years supervising technology professionals; and
  - Four years technical experience with tools such as: project management tools (Innotas), LEAN methodology, Agile development processes, and technology portfolio management required.
- OR an equivalent combination of experience and education is required.
- Project Management Certification, ITIL certification, LEAN certification are desired.
- Experience with incident response and disaster recovery is desired.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** A valid Washington State driver's license may be required when travel is required of the position. Ability to successfully complete all required background investigations including submission of fingerprints. Fingerprint and in-depth criminal history check is required.