



Classification Description

Job Title: IT Project Manager

Pay Grade: TD040

Job Code: T053

FLSA Status: Exempt

Job Purpose

This position is a professional position responsible for the management and control of technology-related project scopes, schedules, and costs. The IT Project Manager works with operational IT support leaders and resources to deliver projects in accordance with established quality standards, policies, and processes within a centralized IT project management environment.

General Responsibilities

Essential Functions

Responsible for the overall project management function including build, maintenance, and management of the project schedule for the Office of Information Technology (OIT). This position also ensures project tasks and milestones are properly tracked and reported.

Serves as TDX ITSM software administrator. Collaborates with functional departments to create ticketing and project management applications for their departments.

Creates and implements project work plans and revises them to meet changing needs and adapts the established project management processes and methodology.

Responsible for the overall coordination, implementation, execution, control and completion of IT projects ensuring consistency with College strategy, commitments and goals.

Identifies and manages project risks and issues, and develops contingency plans, as needed.

Forecasts manages, and reports on project financials and resource utilization. Understands basic revenue models and cost-to-completion projections making decisions accordingly.

Ensures that all project team members understand their roles and responsibilities and are aware of project timelines and deadlines.

Develops and maintains strong relationships with clients and stakeholders, and ensures that their needs are understood and met.

IT PROJECT MANAGER

Coordinates and oversees activities related to the creation of test scripts and user acceptance testing; monitors and controls issues and risks.

Administers change management activities.

Assigns and monitors the work of the project team, providing technical and analytical support and direction. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

Effectively works in partnership with IT operational support leaders to determine and assign necessary project resources.

Communicates with stakeholders regularly via email, formal presentations, one-on-one meetings, and standard status reports.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in computer science, or related discipline.

Seven (7) years of progressively responsible project management experience including application development, package implementation, infrastructure and IT transformation projects experience. Appropriate combination of education and experience may be substituted.

Experience overseeing planning, design and construction of projects with advanced knowledge in standard practices and rules.

Experience in delivering small to medium projects on-time, on-budget, and meeting functional and quality specifications.

Experience in Waterfall and Agile project management methodology.

Exceptional organizational and time management skills.

Strong people and relationship management skills.

IT PROJECT MANAGER

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

IT PROJECT MANAGER

Work Conditions/Physical Demands/Special Conditions

- Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
- Environmental: Normal general office.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 15, 2019. Revised May 3, 2023, and October 24, 2023.