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## INFORMATION TECHNOLOGY PROJECT MANAGER I, II & III

### **BASIC FUNCTION**

Under general direction, manage pre-implementation through completion of a variety of technology projects and program assignments including hardware installation, adoptions, upgrades and virtualization rollouts; work with internal and external District stakeholders to develop project goals, expectations, resources and timelines for completion to assure that projects are completed on time and within budget.

### **REPRESENTATIVE DUTIES**

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Develop project plans for information technology projects and manage the execution of all project activities from concept and design through implementation and close-out including project objectives, technologies, system specifications, industry standards, schedules, budget, funding and staffing. “E”
- Consult with project sponsors, stakeholders and steering committees to identify objectives, and translate vision into project plan, to ensure that business and functional requirements meet expectations and achieve agreed upon business outcomes; obtain appropriate input from appropriate, business, technical and academic staff. “E”
- Conduct feasibility and cost/benefit analyses of project proposals with respect to deadlines, technology and business needs and integration with current and future systems. “E”
- Lead or participate in the development and documentation of work breakdown structures (WBSs); coordinate workflow, tasks, schedules and resource plans; recommend processes, and define project scope, requirements, budget, risk, milestones and deliverables. “E”
- Oversee project operations, through routine client communications and consultations, risk mitigation, issue resolution, and progress and status reporting; prepare project status reports by collecting, analyzing and summarizing information and trends. “E”
- Track action items and deliverables and evaluate project progress to ensure that project stays within the prescribed project scope, time frame, and budget, and that project results meet the intended goals, objectives, deadlines, quality standards and stakeholder expectations; communicate with project stakeholders’ regarding project status and schedules, general issues and concerns. “E”
- Coordinate with, assign tasks or lead internal and cross-departmental project teams comprised of staff, vendors and/or contractors to execute project implementation plans and monitor work performance, payments and other related activities; facilitate and/or lead project team meetings and discussions to arrive at consensus and document decisions. “E”
- Develop and maintain detailed, clear, complete and accessible project files and documentation in accordance with legal and District requirements and industry best practices. “E”
- Work with District Purchasing and Contracting staff, stakeholders and suppliers to develop Requests for Proposals (RFPs), conduct bid analyses, and review vendor and contractor submittals and obtain resources and materials; advise leadership on awarding contracts and monitor vendor and contractor work performance, payments and other related activities. “E”
- Write testing plans, create quality assurance standards, identify ways to improve project outcomes, conduct internal review and audit of assigned projects’ activities and verify projects follow established standards; prioritize and resolve issues, coordinate project changes, and/or escalate as appropriate. “E”

- Initiate, review or approve adjustments or revisions to project plans, schedules and budgets as necessary. “E”
- Develop and implement communication plans to involve and share information and updates with stakeholders; participate in, develop and deliver formal presentations before citizen groups, advisory bodies, the Governing Board and District stakeholders. “E”
- Serve as liaison between the Information Technology Department and project stakeholders; coordinate project planning activities to ensure alignment of new efforts with current and planned systems and inform other teams of potential impacts to their respective areas due to project efforts. “E”
- Participate in and/or lead continual assessment and development of internal project management standards and processes; ensure that new standards, processes and templates are documented for future projects. “E”
- Represent the District and work with a variety of community stakeholder groups; lead and participate on IT related task forces, community information and input meetings, advisory committees and similar District stakeholder partnerships. “E”
- Assist in strategic planning and program management for multiple, competing projects through the, prioritization of tasks, alignment of skills and delegation of resources, including technology, staff and funding as directed. “E”
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to educational business practices with awareness and understanding of their impact in a racially and culturally diverse community. “E”
- Stay current on latest trends in education and information technology project management and develop and maintain professional skills through ongoing training and career development, including self-study, classroom training and industry seminars and workshops; lead, attend and participate in a variety of conferences, seminars in-service trainings and meetings. “E”
- Perform related duties as assigned.

*Note: At the end of some of the duty statements there is an italicized “E”, which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

### **DISTINGUISHING CHARACTERISTICS OF THE CLASS**

All classifications in this series are responsible for providing the full scope of project management activities and oversight for Information Technology projects and processes essential for the District's technology and program needs. Employees work with end users, vendors, district staff and others to analyze and map-out business needs. All levels within this series are required to have technical background, understanding and expertise in process management, resource allocation including budgeting, workflow systems and quality assurance testing strategies to manage projects from pre-implementation to completion and to ensure completed projects meet end-users' needs.

The levels are differentiated by the size and scope of work performed, the levels of independence, complexity and/or visibility of projects and in and leadership over projects, processes, staff and input into cross-functional teams.

The IT Project Manager I is the primary level classification within the IT Project Manager series. Employees in this classification provide support to projects under the guidance of a higher level project manager or serve as a project manager of one or more projects typically ranging from no-cost to \$500,000, including maintenance and ongoing support of long-term grant projects. While employees may serve as a lead over smaller projects, providing work direction or guidance, they do not lead or supervise staff. Employees are required to have basic technical background and understanding of process management and workflow systems and are expected to develop overall expertise necessary to work independently.

The IT Project Manager II is the professional level classification within the series. Employees in this classification perform the full scope of duties related to IT project management, providing leadership for a single program and/or multiple mid-level projects, typically ranging in size from \$100,000 - \$1,000,000, high risk and highly visible projects. Employees at this level serve as the lead over projects, contractors and district staff including monitoring

portions of large scale projects assigned to Project Manager I level professionals. Employees may provide suggestions regarding best practices and the development of standards. Employees are required to have a solid technical background and thorough understanding of process management and workflow systems and are expected to work independently and collaboratively.

The IT Project Manager III manages the full scope of the most complex and large scale, highly visible projects, typically in excess of \$1,000,000. Employees at this level direct work of district technical experts and support staff on project teams and lead teams to reach project completion. Employees provide leadership and direction to stakeholders regarding strategic direction and feasibility of projects; may supervise district staff and contractors.

## **EMPLOYMENT STANDARDS**

### Knowledge of:

Strategic planning and project management methodology including Waterfall and Agile methodologies, specifically Scrum; methodologies for proactively leading technological advancements.

IT concepts, basic operating principles of data communications and information systems hardware and software. Software and product development life cycle methodologies and best practices including procurement, requirements analysis, design, development testing, documentation and training.

Operation, capabilities and limitation of computer equipment.

The appropriate use of different strategic planning techniques, objectives and metrics.

Systems and procedure analysis, design and documentation.

Microsoft Office Suite software applications.

Project management applications, software and technologies.

Process, workflow, contract and resource management techniques.

Project Cost Management techniques, including creating accurate budget forecasts and estimates, expenditure schedules, budget monitoring and adjustments.

Principles of feasibility assessment, quality assurance, change management and process improvement.

Techniques and principles of high-quality customer service.

Effective negotiation, partnership building techniques; interpersonal skills, using tact, patience and courtesy.

Oral and written communication techniques.

IT business functions that support ongoing operations and new functionality.

District policies, procedures, and organizational structure.

Applicable local, state and federal laws, codes, rules and regulations.

### Ability to:

Effectively plan, schedule, and coordinate information technology projects.

Estimate project requirements, and organize resources to meet goals and deadlines.

Work on highly technical projects and conduct feasibility assessments.

Establish and maintain project methodology standards, policies, best practices, and templates.

Develop business process models and track budgets; design, implement and maintain documentation for workflow procedures and other project tracking needs.

Ensure a high level of fiscal control and accountability for project budget.

Think critically about a problem, approach from multiple perspectives and adopt an effective course of action.

Assure compliance with applicable industry best practices, policies, laws, codes, rules, and regulations

Create Requests for Proposals and participate in vendor selection and material procurement process.

Quickly learn or understand technical aspects of a given project.

Use project tracking/work breakdown system software such as JIRA or Microsoft Project.

Analyze the needs of a specific project or situation accurately to identify and adopt an effective course of action; elicit input/feedback to assess project needs and modification.

Set priorities, manage workflow and perform multiple complex and responsible activities, for multiple projects, concurrently with constantly changing priorities and deadlines.

Provide work direction, guidance, assistance and leadership to staff for assigned projects.

Make sound and reasonable decisions in accordance with laws, ordinances, regulations, system capabilities and established procedures.

Communicate effectively both orally and in writing with all levels and types stakeholders and team members, ranging from executive management to technical project staff and vendors.

Establish and maintain effective working relationships; deliver a high-level of customer service to district stakeholders.

Create proposals, develop user training documents and classes, and deliver formal and informal presentations.

Advocate, model, learn and implement Portland Public School's Racial Equity Initiative, Equity in Public Purchasing and Contracting and other board policies.

Develop and implement long term strategic plans and project management standards.

Recognize opportunities for ongoing process improvement.

Establish and maintain effective working relationships with a variety of internal and external stakeholders in a richly diverse workforce and community; manage issues and maintain productive working relationships with project stakeholders.

Operate a variety of technologies and software.

Maintain current knowledge of technological advances in the field.

### **Education and Training:**

For all levels in this classification series is typically obtained through the completion of a Bachelor's degree in Business, Project Management, Computer Science, Information Technology, Engineering or closely related field and the following:

### **Experience:**

The Information Technology Project Manager I requires two (2) years of experience working on IT software or infrastructure projects. A combination of coursework in the above areas, professional certification such as Certified Associate in Project Management (CAPM) or Project Management Professional (PMP) certification and experience working on IT software or infrastructure projects equal to six (6) years of education and experience can substitute for education and experience requirements.

The Information Technology Project Manager II requires three (3) years of experience working on IT software or infrastructure projects and an additional three (3) years' experience project management in an IT Department environment working closely with business applications, reporting, and technical infrastructure or one (1) year of experience as a PPS Project Manager I. Professional designation as a Project Management Professional (PMP) is preferred. Experience serving in a lead role, and experience in K-12 public education or a large, multi-unit public sector organization is highly desirable.

The Information Technology Project Manager III requires five (5) years of experience managing the full scope of large, complex projects including pre-planning through project sign-off activities, budget management and preparing formal bid requests or two (2) years of experience as a PPS Project Manager II. Professional designation as a Project Management Professional (PMP) or Masters of Business Administration (MBA) is preferred. Experience serving in a supervisory role, and experience in K-12 public education or a large, multi-unit public sector organization is highly desirable.

Additional directly related, verifiable work experience may substitute for the required degree on a year-for-year basis.

Any other combination of education, training and experience which demonstrates the candidate is likely to possess the skill, knowledge, ability and trait characteristics essential for this classification may be considered.

### **Special Requirements:**

Some positions in this classification may require the use of a personal automobile and possession of a valid driver's license.

## **WORKING CONDITIONS**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.*

**Work Environment:** Work is performed primarily in a standard office environment.

**Hazards:** Potential conflict situations.

**Physical Demands:** Primary functions require sufficient physical ability and mobility to work in an office setting; dexterity of hands and fingers to operate a computer keyboard and standard office equipment; sitting, standing and walking for extended periods of time; kneeling, bending at the waist; lifting, pushing, pulling and carrying office equipment, computers and peripheral equipment, supplies and materials weighing up to 10 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person and on the telephone; seeing to read, prepare and assure the accuracy of documents.

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FLSA: Exempt

Bargaining Unit: N/A

Salary Grade: IT PM I-31; IT PM II-36; IT PM III-41

Approval Date: December 6, 2016

*Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society.*

*The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service.*

*Board of Education Policy 1.80.020-P*