

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: PROJECT PORTFOLIO MANAGER

DEPARTMENT: INFORMATION TECHNOLOGY

BASIC FUNCTION:

The Project Portfolio Manager supports the Information Technology portfolio and project delivery process by providing key decision data in regards to resource demand and capacity, project portfolio health, and portfolio investment. The Project Portfolio Manager collaborates closely with Information Technology Department team members at all levels and across the organization to understand and help manage the project pipeline for the Information Technology Department. The Project Portfolio Manager implements and refines the processes and applicable tools to enable informed decision making and enhance Information Technology's project delivery execution performance.

KEY RESPONSIBILITIES:

The Project Portfolio Management capabilities include Information Technology governance, demand management, portfolio management, program management, project management, resource management, time management, issue management, risk management, scope change management, and financial management.

Manages projects in accordance with proven project management principles.

Ensures projects are aligned with the mission and goals of the organization.

Administers multiple procurements, coordinates contract/work order scope negotiations and provides contract and vendor administration.

Directs software and hardware change and configuration management activities

Provides visibility into competing demands for limited IT resources for project intake and execution.

Identifies and proactively drives high quality project deliverables, dependencies, and critical path items.

Proactively manages changes in project scope and creates contingency plans in a changing environment.

Operates as a critical liaison between the IT Department and the business representatives, and all technology team members.

Controls project deliverables, scope & expectations, and coordinates project progress with sponsors, steering committees, and senior leadership.

Interfaces independently with all functional and business areas affected by the project.

Works closely with functional resource managers to ensure adequate allocation of resources to projects.

Creates and executes on all project documentation including definition of charter, project scope, deliverables, schedules, and budgets ensuring alignment with business goals.

Develops and tracks to detailed project plans including schedules, technical and business requirements, cost estimates, resource plans, communication plans, risk mitigation plans, and issue resolution plans.

Demonstrates a thorough understanding of the ITS service offerings and a technical ability to drive decisions related to LAN, WAN, VoIP, Active Directory, Email and security related items.

Estimates the resources and participation required to successfully achieve project goals.

Negotiates with city leadership driving towards project deliverables.

Develops and delivers project reports, proposals, and requirements documentation to senior leadership and key stakeholders – produces executive reports on the projects and keeps leadership apprised of project changes and milestone delays.

Defines project success criteria and reviews throughout the project life cycle.

Independently coaches, mentors, and motivates various project teams to influence a positive, accountable, and collaborative approach.

Effectively communicates project expectations to all team members and stakeholders including business representatives, vendors, network engineers, and architects.

Establishes relationships with vendors and implements performance metrics, contractual compliance, and other elements.

Manages other assigned Project Managers, Business Systems Specialists, Applications Analysts and Network Engineers.

Knowledge of:

- Complex procurement processes and enterprise, program and project budget management.
- PMO best business practice and process in a large corporate environment.
- Industry PM/IT best practices and Information Technology Infrastructure Library (ITIL).
- Change and Configuration Management practices to address logistics and operational migration of hardware and software.
- Business process management and Six Sigma process improvement.
- System and software development lifecycle methodologies (SDLC) and total Cost of Ownership (TCO) optimization.
- IT infrastructure components.
- Microsoft Office Suite and standard project management, resource management and budgeting software.

Ability to:

- Strong ability to build and drive cross functional business teams effectively.
- Ability to use sound judgment.
- Ability to forecast project and procurement costs.
- Ability to determine resources and participation to achieve goals.

- Ability to conform to changing and shifting priorities and deadlines and workload effectively which includes planning, organizing, and prioritizing with attention to details.
- Ability to work a flexible work schedule.
- Ability to document processes.
- Ability to communicate effectively, orally and in writing.

SPECIAL REQUIREMENTS:

Project Management Professional (PMP) certification from the Project Management Institute (PMI) and has or is attaining program Management Professional (PgMP) certification.

EXPERIENCE AND EDUCATION:

A bachelor's or master's degree in Computer Sciences/Information Technologies or Engineering. MBA preferred. Minimum 10 years of experience managing a portfolio of diverse projects in terms of complexity and risks. Experience in matrixed IT environment required and 5 years' experience as a direct line manager.

ESSENTIAL FUNCTIONS:

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

LANGUAGE ABILITY:

Requires ability to compare, count, differentiate, measure, measure and/or sort, assemble, copy, record and transcribe data and information. Must be able to classify, compute, tabulate, and categorize data.

Must be able to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations.

Needs to be able to use a variety of descriptive data and information such as: a variety of plans; resolutions; maps; reports; computer software operating manuals; procedures; guidelines; and routine correspondence.

Must be able to communicate orally and in writing, clearly and concisely and in a non-technical manner with city personnel at all levels; consultants; vendors; and the general public.

Needs the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Needs to effectively present information and respond to questions from groups of managers, clients, and the general public.

MATHEMATICAL ABILITY:

Knows how to apply mathematics, including basic algebraic, plane geometric and trigonometric formulas. Must be able to demonstrate ability to calculate percentages, fractions, decimals, volumes, ratios, and spatial relationships. Needs to be able to interpret basic, descriptive statistical reports.

JUDGMENT AND SITUATIONAL REASONING ABILITY:

Must be able to use functional reasoning and apply rational judgment when performing diversified work activities. Needs to be able to analyze data and information using established criteria in order to determine consequences and identify and select alternatives.

PHYSICAL REQUIREMENTS:

Needs to be able to operate equipment and machinery with some requiring rapid adjustments such as a computer keyboard and terminal. Must be able to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use. Needs to be able to recognize and identify degrees of similarities or differences between characteristics of colors, textures, and forms associated with job-related objects, materials, and tasks.

Must be able to remain seated for extended periods. Needs to be able to perform frequent downward flexion of neck, side-to-side turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports. Job entails occasional walking, standing, bending, stooping, climbing, reaching at and above shoulders, and twisting at the waist. On an infrequent basis, the incumbent must be able to squat and kneel.

Work may involve occasional outdoor fieldwork. Overtime and attending meetings outside regular work hours may be required. Work environment is professional and both team and autonomy oriented. This position is impacted by urgent time deadlines due to various reporting and filing requirements. Position involves support of a 24/7/365 days environment and/or duties to support the Safety Department or city emergency operations.

There is some repetitiveness in program coding, a need for extreme accuracy, and paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone and other interruptions.

Must be able to drive and maintain a California Class C Driver's license or ability to arrange transportation for fieldwork or visits to other city facilities when necessary.

This classification specification does not constitute an employment agreement between the employer and employee and is subject to change by the city and the needs of the city and requirements of the job change.

The City of Carlsbad is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the city will provide reasonable accommodation to qualified individuals with disabilities and encourages both current and prospective employees to discuss potential accommodations with the employer.

This is an at-will management classification.

DATE APPROVED: Jan. 8, 2013