

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE:** PROJECT MANAGER  
SENIOR PROJECT MANAGER

**DEPARTMENT:** INFORMATION TECHNOLOGY

**BASIC FUNCTION:**

The primary purpose of this job series is to drive technology projects from initiation through delivery which includes organizing cross-functional activities and ensuring projects are completed on schedule and within budget. The job series provides in-house project management overseeing the entire project life cycle from identifying needs and requirements, drafting Request for Proposals and evaluating vendors/solutions and contract development to implementation, Go Live and project closeout. The Information Technology (IT) Project Manager Job Series manages other resources indirectly as part of cross-functional teams through delegation and project assignments. The IT Project Manager Job Series is a part of the Information Technology Department and works closely with the enterprise applications, operations and geographic information systems IT teams. The IT Project Manager Job Series leads, manages and drives forward technology and infrastructure projects.

**KEY RESPONSIBILITIES:**

**Project Manager**

Identifies project objectives, defines scope and requirements, creates project schedules and plans, coordinates resources, measures progress and makes course corrections to ensure projects are completed on time.

Contributes to establishing methods and metrics for tracking performance and facilitates decision making within project management teams.

Collaborates with staff and management across the organization and with outside third parties to clearly identify, explain and communicate their project involvement, project goals, expectations and tasks.

Works with cross-functional groups across divisions as part of a team.

In collaboration with project sponsors and project stakeholders, builds a project plan to meet business requirements and expectations.

Directs city staff in the preparation, coordination, and analysis of information technology projects, including research and analysis, cost estimating, budget preparation, recommendations and leads project teams through initiation, planning, execution, controlling and close phases.

Facilitates communication and negotiation of commitments within the team and with functional management and sustains coordination among all affected stakeholders.

Complies with and enforces policies, processes and agreements and employs standard methods and tools.

Informs and makes recommendations to project sponsor and project steering committee members about critical tradeoffs among project dimensions of costs, resources, schedule and requirements.

Manages lists of project issues and risks and works with vendors, project sponsor and project stakeholders to develop mitigation plans and strategies.

Develops and maintains project documentation including requirements definition, architecture diagrams and test plans.

Communicates project status to project sponsors and stakeholders.

Manages multiple projects simultaneously.

Serve as an assistant project manager on larger projects being managed by a Senior Project Manager.

### **Senior Project Manager**

Performs the duties of the Project Manager in addition to:

Manages large Information Technology Projects in terms of risk, budget and complexity.

Manages the Information Technology Project Management Program and supervises Project Management Team consistent with Information Technology governance and policy as well as project management principals including demand management, project management, resource management, time management, issue management, risk management, scope change management, change management and financial management.

Ensures Information Technology projects are aligned with the mission and goals of the organization and are implemented in accordance with proven project management principals and established city project management policies and standards.

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

Manages outside project management contractors.

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

Provides guidance and direction to city staff managing smaller department specific technology projects not assigned to an Information Technology Project Manager.

Works with the Information Technology Project Management team to ensure projects are managed within the city's project management framework, identify and proactively drive high quality project deliverables, dependencies, and critical path items and to ensure projects are proactively managed for changes in scope and that contingency plans are created.

Monitors projects assigned to the Information Technology Project Management Team to ensure project deliverables are delivered within scope & expectations, and project progress is coordinated with project sponsors, steering committees, and senior leadership.

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.

Serves as liaison between the Information Technology Department and sponsoring departments on the submission of the project proposals as part of the Digital Transformation Technology Investment Program.

## **QUALIFICATIONS**

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

### **Knowledge of:**

#### **Project Manager**

- Project management methodologies.
- Principles of organization, administration, budget, personnel, and project management.
- Methods and techniques of research, statistical analysis and report presentation.
- System development lifecycle.
- Principles of management pertaining specifically to human capital.
- Managing project and organizational dependencies related to project delivery.
- Time management, financial management and overall resource management.
- Industry standards or models to guide improvement activities.
- Best practices for defining and deploying processes and measurements and other improvement activities.
- Project management best practices, process improvement methods and tools.
- Organizational change management.
- Business Process Management, administration and operations.

#### **Senior Project Manager**

In addition to the above:

- Complex procurement processes and enterprise, program and project budget management.
- 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 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:**

**Project Manager**

- Initiate, plan and complete work with a minimum of direction and control.
- Provide administrative and professional leadership in information technologies projects and activities.
- Research, assimilate and analyze large quantities of information, recognize substantive issues, identify options, project consequences, and develop sound conclusions and recommendations.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Communicate clearly and concisely, orally and in writing.
- Work closely and build relationships with people in many roles, including information technology staff, end users, business units and technologists
- Enforce standards/process as required and to apply flexibility as appropriate
- Make presentations and to communicate orally and in writing with technical and non-technical staff at all levels of the organization
- Lead diverse teams
- Manage information technology projects including hardware, software and networking interactions
- Coordinate project plans and execution with city staff and external vendors.
- Work well under pressure to meet deadlines.

**Senior Project Manager**

In addition to the above:

- Build and drive cross functional business teams effectively.
- Use sound judgment.
- Forecast project and procurement costs.
- Determine resources and participation to achieve goals.
- Conform to changing and shifting priorities and deadlines and workload effectively which includes planning, organizing, and prioritizing with attention to details.
- Work a flexible work schedule.
- Document processes.

**EDUCATION**

**Project Manager**

Bachelor's degree or equivalent combination of education and experience is required.

Currently hold or is working towards attaining PMP certification from the PMI.

**Senior Project Manager**

Bachelor's or master's degree in Computer Sciences/Information Technologies.

Currently hold PMP certification from the PMI.

**EXPERIENCE:****Project Manager**

Requires a minimum of 5+ years of project management work experience.

Previous experience managing information technology related projects.

**Senior Project Manager**

Minimum 10 years of experience managing a portfolio of diverse information technology projects in terms of complexity and risks and 5+ years' experience managing other project managers.

**PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret financial and statistical data, information and documents; analyze and solve problems; use math and apply mathematical reasoning and abstract statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, Council members and others encountered in the course of work.

This is an at-will management classification.

DATE APPROVED: March 16, 2021