

## INFORMATION TECHNOLOGY PROJECT SPECIALIST

### DEFINITION

Under the direction of the Director of Information Technology manages all aspects of technical planning, development and implementation at a superior level; continuously demonstrates an on-going ability to cultivate customer satisfaction, account growth and profitability; maintains a professional, forward thinking attitude towards customer service and demonstrates an ongoing ability to be an effective communicator as well as a problem solver; provides training, creates consolidated status reports, and supports management and multiple technical committees; may act as a project manager on projects and assists coordinator and teams in planning, scheduling and tracking of both project and core activities.

### ESSENTIAL DUTIES

- develops an effective plan for controlling the project scope, schedule and cost baseline, and monitors the project execution to ensure that the plan is being followed; communicates project information to the project team and to the project stakeholders
- creates and effectively coordinates documentation to explain changes to the baseline, and ensures the approved changes are implemented
- works with the project team to facilitate sizing and estimation of projects and completes project documentation; may meet with various committees comprising of community and/or staff members
- produces deliverables by the due date established
- provides coordination and overall administrative support for assigned project
- establishes, leads, facilitates and/or coordinates project meetings including, but not limited to, kickoff meetings, requirements gathering meetings, development/construction meetings, status meetings, closeout meetings and lessons learned meeting
- documents meeting agendas and meeting minutes
- monitors project plans and schedules; authors and edits project management and end-user documents
- tracks project issues, change requests, project budgets, and other project tracking items
- maintains project repository and version control for documentation
- assists with project management audit preparation
- provides assistance to department or site management regarding technology implementation
- develops written status reports, determines project status codes, and creates and presents project review documents to senior management
- collects and documents project issues, and monitors a timely resolution
- monitors project activities for the occurrence of risks, and takes timely action to mitigate the risk
- at the completion of a project, captures lessons learned, and communicates to project managers
- shares responsibility with the project leadership team for providing a good working environment
- ensures teams are staffed, duties and responsibilities are understood by everyone, and that an inclusive environment is maintained
- assists management in developing project delivery methodologies including but not limited to, life cycle processes, procedures, deliverables, status reports and project tracking

### QUALIFICATIONS

**Knowledge of:** Principles, practices and practical applications of project management techniques and methodologies; the nine project management knowledge areas; performance characteristics of hardware and software related to the establishment, maintenance and upgrade of computer systems, internal networks, LANs and WANs; technical problem analysis; a variety of software packages commonly used on personal computers, networks, email and Internet access; goals, policies, and objectives of the department and division; English usage, spelling, grammar, punctuation, and ability to apply concepts of basic mathematics; modern office practice and procedures; proper record keeping and documentation; public contact techniques, telephone etiquette and proper email etiquette; techniques for explaining technical concepts to non-technical users; methods, materials, and terminology used in the data/communications industry; principles of project management, purchasing, production and material control; operation of standard office machines and equipment, including computer terminals and microcomputers; operational procedures, policies, rules and regulations specific to assignment.

**Ability to:** Work independently with minimal supervision; lead medium sized projects involving the coordination of the work deliverables of several different development teams to meet customer expectations; provide the leadership skills necessary to control the execution of the project tasks, as defined in the methodology; develop an effective plan for controlling the project scope, schedule and cost baseline, and monitors the project execution to ensure that the plan is being followed; organize own work and the work of others; perform at above average to superior level within these areas: Communication, Time Management, Planning, Scheduling, Project Administration, Risk Management, Project Integration, Cost Management, Change Management, Quality and Test; gather, document and communicate project requirements; prepare timelines and ensure deadlines are met; interface with multiple customers to ensure requirements are met and status is communicated to all stakeholders; monitor project financials by comparing project quotes to project cost reports; determine project risks and issues and define the difference between the two; continually assess the project and ensure that the department is fulfilling its obligations to the customers and meeting the business needs of the customers; efficiently and effectively multi-task and lead multiple projects; develop and maintain logs including, but not limited to, action items, change requests/orders, and risks/issues; prepare and deliver oral presentations; compile and analyze empirical data and provide suggestions for improvement; operate a computer and related software; establish and maintain cooperative working relationships with those contacted in the course of work.

#### **PHYSICAL DEMANDS**

The physical activities listed below are examples of the physical requirements necessary to perform the essential job functions within this classification:

- will frequently exert 20 to 40 pounds of force to lift, carry, push, pull or otherwise move objects
- will sit most of the time, but may walk or stand for extended periods of time; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing written and oral information, both in person and over the telephone
- must possess the dexterity required to operate a computer keyboard and other business-related equipment and to handle and work with various objects and materials including hand tools

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the position.

#### **EXPERIENCE AND EDUCATION**

##### **Experience:**

Two years of experience working in an Information Technology department for a school district or county office. Prior work experience must show increasing responsibilities and duties.

**Education:** Verification of a High School Diploma, a GED certificate or a higher degree; supplemental training from a trade school or college coursework in computer technology, information systems, and/ or CISCO (CCNA) or Microsoft certificates desirable.

**Licenses or Certificates:** A current California Department of Motor Vehicles Operator's License and a private vehicle are required. Insurability by the District's liability insurance carrier may be required.