

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 000549  
Grade 40**

**INFORMATION TECHNOLOGY PROJECT MANAGER**

**DEFINITION OF CLASS**

This is professional work, which may require supervision of staff in the management of projects on a continuous basis of substantial cost, scope, and complexity for the purpose of developing and delivering information technology products, services, and/or systems (e.g., Enterprise resource Planning, Integrated Justice Information System). Contacts include individuals and/or groups within or outside the organization that include information technology specialists, technicians, managers, contractors, consultants, and users at all levels for the purpose of advising, presenting and justifying proposed courses of action or with high-level officials to solve difficult problems encountered in project assignments, having substantial impact on County/enterprise-wide operations. The work involves providing limited service and assistance to the public.

The work of this class involves responsibility and decision-making authority for all phases of the project life-cycle process, from conception/initiation through closing, in order to deliver a specified information technology product, service, system, or result within the constraints of the project scope, resources, time, and budget. As the principal point-of-contact for assigned projects, an incumbent in this class: plans the strategy by defining the project scope and objectives; develops detailed work plans, schedules, project estimates, and cost-benefit analysis; develops budget/resource plans; manages resources which includes monitoring and guiding project teams comprising of cross functional technical disciplines covering multiple departments; monitors project activities to mitigate risk; develops plan documentation and provides status reports; conducts project meetings; conducts project tracking and analysis; ensures adherence to quality standards and reviews project deliverables; and evaluates the completed project. Additionally, the incumbent manages the integration of contractor tasks and reviews contractor deliverables; provides technical and analytical guidance and direction to the project team; and recommends and takes action to direct the analysis and solutions to problems. The work requires a comprehensive, intense practical knowledge of substantive project management principles, practices, methods, approaches, procedures and a technical information system knowledge base of sufficient depth and breadth in a variety of information technology functional specializations and systems to be able to manage a wide variety of complex and challenging information technology project assignments of significantly large scale and considerable cost. The incumbent is responsible for developing project deadlines and independently plans, designs, and carries out major projects with little or no technical guidance. Results of the work are considered technically authoritative, and work is reviewed by management from the standpoint of fulfilling project and strategic goals, objectives, and project milestones. Guidelines for performing the work are broadly stated, and the incumbent uses considerable judgment to interpret and develop specific procedures and policy recommendations to accomplish work assignments. The complexity of the work is characterized by extensive and continuous project planning, analysis, coordination, and direction of County/enterprise-wide information technology systems projects, which require consideration of a very wide range of factors, issues, competing interests,

circumstances and elements to decide on courses of action. The work of this class requires consideration of time, cost, and quality commitments. In managing projects for the purpose of developing and delivering information systems products, services, and/or systems, the work of this class has a substantial effect on County operations. The work is primarily sedentary, primarily performed in an office environment and involves no significant hazards to the incumbent. The incumbent uses a keyboard and video display terminal; in the work.

#### **EXAMPLES OF DUTIES: (Illustrative Only)**

- Manages projects, develops and directs technical project teams through all phases and activities of the project life-cycle process associated with major information technology systems projects of significant magnitude that are essential to departmental missions and affect County-wide operations on a long-term and continuing basis. For example, the Enterprise Resource Planning project covers the replacement of the County's main automated legacy business process supporting system in the areas of finance, budget, procurement, and human resources; the Integrated Justice Information System project covers the integration of police, sheriff, criminal justice, and correctional/rehabilitation information/records systems. Works with sponsors and stakeholders to develop a business case on the cost/benefit of the proposed project for presentation to management for review and approval.
- Directs/leads project teams which may require supervision of staff, comprised of subject matter experts, technical specialists, and support staff to produce a business plan in accordance with the strategic plan, operating budget, capital planning procedures, and agency guidance.
- Prepares, implements, monitors, and updates the project plan. Coordinates with the system's owner and upper level management to ensure the actions are consistent with the approved plan. Oversees the design, construction, testing, and implementation of the system.
- Identifies customers' information systems requirements; analyzes information systems requirements or environment; designs or conducts analytical studies, cost-benefit analyses, or other research; evaluates, monitors, or ensures compliance with laws, regulations, policies, standards, or procedures; purchases or contracts for IT products and services including equipment, supplies, property, or other items; integrates information systems subsystems; develops information systems testing strategies, plans, or scenarios; identifies standards or requirements for infrastructure configuration or change management; participates in change control (for example, reviewing configuration change requests); develops or implements information systems security plans and procedures; and ensures appropriate product-related training and documentation are developed and made available to customers.
- Assesses and applies industry approaches and best practices to IT project management that lead to proven successful project outcomes.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

##### **Core Project Management Competencies**

- Considerable knowledge of business process reengineering methods, metrics, tools, and techniques.
- Considerable knowledge of the principles and methods of capital investment analysis or business case analysis, including return on investment analysis.
- Considerable knowledge of the principles and methods of cost-benefit analysis, including the time value of money, present value concepts, and qualifying tangible and intangible benefits.
- Considerable knowledge of financial management principles, methods, and tools to prepare, justify, and administers the budget (operating and capital) for program areas; plans, administers, and

monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

- Considerable knowledge of planning and evaluating principles, methods, and tools to organize work, set priorities, and determine resource requirements; determine short- or long-term goals and strategies to achieve them; coordinate with other organizations or parts of the organization to accomplish goals; monitor progress and evaluate outcomes.
- Considerable knowledge of project management principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including: monitoring and inspecting costs, work, and contractor and vendor performance; and directing and leading cross-functional and cross departmental teams in accordance with the organizational structure (such as matrix management structures).
- Considerable knowledge of various types of contracts, techniques and management methodologies for contracting or procurement, RFP development, contract negotiation and administration.
- Considerable knowledge of quality assurance principles, methods and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards. Examples include CMMI, 6 Sigma, and TQM.
- Considerable knowledge of requirements analysis principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.
- Considerable knowledge of risk management methods and tools used for risk assessment and mitigation of risk.
- Advanced level competency in advanced project management tools and software applications designed to support information technology project management such as Microsoft Project, Visio, Rational Rose, Rational Robot, Requisite-Pro, Clear Case, Clear Quest, Power Point, Excel, Access, or comparable and accepted industry standard software and tools.

#### **Core Information Technology Project Management Competencies**

- Advanced level competency in/knowledge of a variety of information technology functional specializations including information management, networking and mainframe infrastructure and security, operations, internet and intranet management, hardware/software support management, help desk operations, client/server structures, desktop and operating systems, and applications development.
- Advanced competency in/knowledge of asynchronous message-oriented, service-oriented systems to design, develop and support integration of disparate complex systems.
- Knowledge of the principles and methods of configuration management for planning or managing the implementation, update, or integration of information systems components.
- Knowledge of data management principles, procedures and tools, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data disposal, and data standardization processes.
- Identifies information management need for and knows where or how to gather information; organizes and maintains information or information management systems.
- Knowledge of the principles, methods, and techniques of information technology (IT) assessment, planning, management, monitoring, and evaluation, such as IT baseline assessment, interagency functional analysis, contingency planning, and disaster recovery.
- Knowledge of methods, tools, and procedures, including development of information security vulnerabilities, and provide or restore security of information systems and network services.

- Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal; operations and interactions with other systems. Examples include typology of software, hardware, and networks, including LLANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- Knowledge of the principles, methods, and tools (for example, surveys, system performance measures) to assess the effectiveness and practicality of information technology systems.
- Knowledge of the principles, methods, and procedures for installing, integrating, and optimizing information systems components.
- Knowledge of systems life-cycle management concepts used to plan, develop, implement, operate and maintain information systems.
- Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements.

### **General Competencies**

- Ability to work with clients and customers with courtesy and tact to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.
- Ability to make sound, well-informed, creative and objective decisions, perceive the impact and implications of decisions, and commit to action, even in uncertain situations, in order to accomplish organizational goals; cause change.
- Ability to communicate effectively, both orally and in writing; express/convey information to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); and make clear and convincing oral presentations.
- Skill to identify problems; determine accuracy and relevance of information; use sound judgment to generate and evaluate alternatives, and to make recommendations.
- Skill to identify rules, principles, or relationships that explain facts, data, or other information; analyze information and make correct inferences or draw accurate conclusions.
- Ability to inspire, to motivate, and to guide others toward goal accomplishments. Consistently develop and sustain cooperative working relationships. Encourage and facilitate cooperation within the organization and with customer groups; foster commitment, team spirit, pride, trust. Develop leadership in others through coaching, mentoring, rewarding and guiding employees.
- Ability to attend meetings or perform other assignments at locations outside of the office, if necessary.

### **MINIMUM QUALIFICATIONS:**

**Experience:** Extensive (seven (7) years) and comprehensive professional experience in full life-cycle information technology project management that includes five (5) years experience in directing and leading technical project teams. Supervisory experience may be required, depending upon the position assignment.

**Education:** Bachelor's degree in computer science, information systems, engineering, or a related field from an accredited college or university, or certifications in one or more specified technical fields may be required depending on the duties of the position, such as J2EE, Microsoft.NET, RDMBS (ex: Oracle, DB2, SQL Server), operating systems (such as Windows, Unix, and Linux).

An active certification in project management issued by an industry recognized organization is required for the performance of job related duties, such as certification as a Project Management Professional (PMP) by the Project Management Institute.

**Equivalency:** Except for an active PMP certification, an equivalent combination of education and experience may be substituted.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** February, 2006

**Revised:** March, 2008

October, 2011

August, 2013

May, 2020