

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

**Class Code: 000559
Grade: 34
FLSA: E**

TEBS SENIOR INFORMATION TECHNOLOGY PROJECT MANAGER

DEFINITION OF CLASS:

This is advanced-level professional and administrative work directing the planning, development, and implementation of complex and enterprise-wide County information technology projects for the Department of Technology and Enterprise Business Solutions (TEBS). Contacts include senior-level department management, County Administrator Office staff, information technology specialists and technicians throughout the County, other project or program managers, vendors, and end users outside of County government. The work involves providing services and assistance to the public through the development of platforms, systems, and processes that allow critical County services and programs to operate with efficiency and accuracy.

The work of this class involves the planning and execution of County information technology projects of the highest-level complexity, sensitivity and budgetary impact from inception to completion. Work involves creating, maintaining, and managing project plans through the life-cycle of technology solutions-based projects. Incumbent will plan strategy, scope, and objectives of County information technology projects. Responsibilities will include: applying and managing the most efficient and effective project management methodology (such as waterfall, agile, or hybrid) for each project, developing project budgets and resource plans utilizing cost-benefit and return-on-investment analyses; defining roles, responsibilities, work plans, and project-critical path for project staff whether enterprise or contracted; providing leadership, consultation, analytical and technical advice, and administrative oversight to an agile multi-departmental and cross-functional project workgroup. Incumbent will oversee quality planning and monitor quality assurance objectives and develop process improvements driven by feedback from stakeholders and post-implementation audits. Work involves identification and mitigation of risk as well as the development of contingencies using return-on-investment metrics to control change. Incumbent manages vendor contracts and will take a lead role in working with the County Attorney's Office and the Office of Procurement in contract negotiation including amendment, extension and remediation. Incumbent will develop the communications plan for the project team, working closely with stakeholders to track project development and review project deliverables.

An incumbent in this class has full responsibility for creating and managing a plan for implementation and maintenance aspects of large-scale system life cycles. The work requires the highest level of expertise and experience in project management, software applications, systems design, and emerging technology applications to install, integrate, and operate systems for large-scale and complex technology applications. The work is performed independently, with little or no technical guidance. Results of the work are considered technically authoritative, and work is reviewed from the standpoint of fulfillment of program objectives. Guidelines for performing the work are broadly stated, and an employee uses considerable judgment to interpret and develop specific procedures and policy recommendations to accomplish work assignments. The complexity of the work is characterized by varied duties involving a wide range of planning, implementation and execution issues and problems requiring the analysis and assessment of unusual or nonstandard matters or data which is incomplete or contradictory. The work involves developing creative solutions and resolving critical problems. The work of this class has a

substantial effect on County operations and on the public. The work is primarily sedentary, primarily performed in an office environment, and involves no significant hazards to an employee. An incumbent uses a keyboard and video display terminal in the work; however, use of this equipment is not production-oriented.

Use of this class is limited to the Department of Technology and Enterprise Business Solutions.

DISTINGUISHING CHARACTERISTICS:

Incumbents in this class oversee information technology projects of the highest sensitivity and complexity. This professional advanced-level classification is differentiated from the lower-level class in the series in the complexity of assignments, greater impact of the work, and greater level of expertise in the area of assignment. Senior Information Technology Project Manager employees oversee the development of new systems or the major enhancement of existing systems with enterprise-wide impact. Member of this class will have wide-ranging responsibility in assembling project teams, managing personnel and resources, and in interfacing with vendors, contractors, end users and stakeholders. Employees will take an active role in all aspects of contract negotiation including amendment, extension and remediation. Members of this class will mentor lower-level project manager class employees.

EXAMPLES OF DUTIES: (Illustrative Only)

- Manages IT projects of the highest complexity and sensitivity that are essential to departmental missions and affect County-wide operations on a long-term and continuing basis. Project management will include leadership of project team in all phases of development life-cycle including designing, testing, implementing and maintaining critical applications.
- Develops and adjusts estimates for all phases of project, including operational readiness assessment, change management planning and operational implementation planning, and responding to feedback from stakeholders.
- Assists in development and support of strategic vision and objectives of organization, communicating and implementing long-term enterprise strategies and plans which demonstrate the awareness of customer requirements, culture, values and diversity. Works with stakeholders to ensure project plan aligns with this strategic vision.
- Ensures industry standards are employed for project management, quality assurance and systems development. Monitors projects against best practices within industry standards and processes. Prepares status reports for project team, program managers, stakeholders and senior-level management. Analyzes and distributes reports on project metrics associated with work items for improvement measures.
- Provides project management and oversight to technical staff, subject matter experts, and vendors involved in business applications essential to departmental or County missions, coordinating the development of applications by in-house or vendor technical staff.
- Provides advice in the integration of new technology into existing systems. Leads or participates in systems integration including transition between new and old technology.
- Coordinates determination of business process requirements, including but not limited to: managing the project budget; managing project timelines, milestones, status reviews and quality assurance metrics and assessments; managing procurement of project resources, including leading coordination with other County agencies to negotiate, amend, extend or remediate vendor contracts.

- Troubleshoots non-standard issues in the operation, maintenance and development of applications and systems. Addresses operational issues identified by end users. Quickly identifies problems and takes necessary corrective action based on stakeholder feedback.
- Develops and administers policies and procedures that promote the management of data as a key asset and shared organizational resource. Develops system documentation and technical standards and guidelines for County-wide use.
- Mentors employees in the Professional Information Technology Project Manager Class.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES**Core Project Management Competencies**

- Considerable knowledge and experience of principles and practices of project management methodologies (e.g., waterfall, agile, and hybrid) and tools.
- Considerable knowledge and experience with Request for Proposal development.
- Considerable knowledge of budget (operating and capital) preparation and oversight practices and procedures.
- Considerable knowledge of contract negotiation and contract management methodologies, practices and tools, including amendment, extension, and remediation.
- Considerable knowledge of and experience in leading and working with cross-functional and cross-departmental teams.
- Considerable knowledge of and experience with working with technology vendors to plan, execute and implement technology solutions.
- Considerable knowledge of and experience with preparing executive level communications and briefings to senior level management across County departments and agencies, including the County Council.
- Considerable knowledge of relational database structures and systems to consult with users to determine database needs and develop design specifications.
- Considerable knowledge of client/server structures and the ability to create client/server systems that optimize access.
- Considerable knowledge of the principles, methods, and tools for automating, developing, implementing and administering database management systems in order to design database systems and programs which include access methods, access time, file structure, device allocation, validation checks and statistical methods.
- Considerable knowledge of principles, methods, and procedures for optimizing, integrating and installing information systems components.
- Considerable knowledge of the principles and methods of web technologies, tools and delivery systems.
- Considerable knowledge of the architecture and typology of software, hardware and networks, including LANs, WANS and telecommunications systems, their components and associated protocols and standards.
- Considerable knowledge of computer network, desktop, mainframe operating systems and their applications.
- Considerable knowledge of methods for ensuring, protecting and resolving the security of information systems and network services.
- Considerable knowledge of computer languages and their applications in order to develop operating systems.

- Knowledge of budgeting, procurement, contracting, licensing and related administrative procedures to serve in a lead capacity on major components of large-scale information technology solutions.
- Skill in diagnosing and resolving complex system problems.
- Skill in developing workflow diagrams in support of system analysis activities and functions.
- Strong ability to adapt goals and approaches in response to testing and stakeholder feedback.
- Ability to define organizational data requirements in support of technology applications.
- Ability to organize work, set priorities, and determine resource requirements.
- 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
- Ability to apply knowledge of information technology concepts, practices, and methods to evaluate alternatives, solve technology problems, and make recommendations.
- Ability to work with clients and customers with courtesy and tact to meet their needs.
- Ability to communicate effectively, both orally and in writing.
- Ability to attend meetings or perform other assignments at locations outside of the office, if necessary.

Core Information Technology Project Management Competencies

- Advanced-level competency in/knowledge of Program / Project Management methodologies (e.g., waterfall, agile, and hybrid), practices and tools.
- Advanced-level competency in/knowledge of Information Technology/Engineering system development life cycles, software development life cycles, operational preparation and readiness assessment, business process change management planning, and industry-standard system and software development quality assurance practices (CMMI, 6 Sigma, TQM, etc).
- 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, Clear Case, Clear Quest, Power Point, Crystal Reports, SAS, Excel, Access, or comparable industry standard software and tools.
- Advanced-level competency in/knowledge of operating systems, including a basic understanding of desktop applications, database management, help desk operations and troubleshooting, user training/support, LAN support, departmental programs, server administration, network administration, system design, emergency control center, and mainframe operating systems and their applications in order to assure continual, uninterrupted operation of computer systems and equipment.
- Advanced-level competency in/knowledge of programming languages and software packages such as Java, ASP.Net, SQL, Visual Basic, Windows, word processing, and other industry standard database and data presentation packages to design, develop and support end users.
- Advanced competency in/knowledge of program menus, project planning and evaluation, program development, systems application development, management reporting, web development/maintenance, software/hardware support, troubleshooting, program support, strategic planning, network management, training and emergency control center.
- Advanced-level competency in/knowledge of information systems/network security methods, including plan network implementation, system security, training, mainframe use, network administration, systems analysis, emergency control center, and RFP development for ensuring, protecting and resolving the security of information systems and network services.

- Advanced-level competency in infrastructure design, including system integration, planning and evaluating, program development, systems applications development, troubleshooting, network management, internet/intranet, contractor management, LAN support, network security, user support, hardware/software support, systems analysis, systems design, voice systems, and RFP development.
- Advanced-level competency in web technology, including database management, new systems solutions, web development/maintenance, internet/intranet, applications development, data warehousing, and eCommerce.
- Advanced-level competency in systems integration, including program menus, application integration, plan network integration, new systems solutions, troubleshooting, strategic planning, contractor management, system security, training, hardware/software support, project management, system design, and voice systems.
- Advanced-level competency in database administration, including program menus, database management, disaster recovery, troubleshooting, data processing and analysis, data warehousing, and customer maintenance service.
- Advanced-level competency in technology applications to conduct research and development activities to plan, implement and administer new technologies.

MINIMUM QUALIFICATIONS:

Experience: Twelve years of experience in the information technology field in areas such as program / project management, programming, systems analysis, and data/telecommunications, depending on the duties of the position. Five years of leadership experience in a project matrix management environment.

Education: Bachelor's degree in computer science or a related field from an accredited college or university and/or certifications in specific programming languages, database platforms, or operating systems may be required, depending on the duties of the position.

Equivalency: An equivalent combination of education and experience may be substituted. For applicants possessing very hard-to-find skills which are a critical need to the department/agency, training and certification may be accepted in lieu of full degree requirements.

Licenses, Registrations, Certifications, or Special Requirements: Certification in an industry standard project management methodology is required. Incumbents are required to maintain their certification to remain a member of this class. The department may take action to demote an employee who fails to maintain their certification.

PROBATIONARY PERIOD:

Individuals appointed or promoted to non-bargaining unit positions in this class will be required to serve a probationary period of twelve (12) months if appointed and six (6) months if promoted, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL PROTOCOL:

Medical History Review

CLASS SPECIFICATION HISTORY:

Class Established: February 2023