

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate IT Project Manager GRADE: 32 DATE: March 15, 2022
SERIES: Information Technology CODE: 3251 EEO: Professional FLSA: Exempt

Class Definition:

Under general direction, as a member of the Office of the Chief Information Officer (OCIO), manages a full range of challenging and Commission-wide projects to define, coordinate and deliver technology solutions; works proficiently as a project manager across the continuum of planning, design (scope development, contract documentation, and cost estimating) and vendor administration. Manages multiple projects in various stages that are significant to the Department, extend across multiple fiscal years, and require coordination and leadership of multiple specialists (internal and/or external) across varied disciplines. Performs technical work in technology systems, ensures effective project budgeting and cost control, coordinates with internal and external stakeholders, performs a full range of project manager purchasing and contract administration functions, and ensures effective scope and deliverables. Develops and delivers briefings on status of projects. The work has impact on individual projects significant to the Department or Commission wide. Some work is confidential or sensitive. Applies extensive knowledge of the concepts, principles, practices, and techniques of one's own field(s) of technical expertise such as, but not limited to, computer, network or telecommunications systems management; as well as knowledge of information technology (IT) and computer science principles and practices, design and development of computer and network systems. Independently performs various types of analyses and solves unconventional, non-standard, and challenging problems, which include interactions of technical and non-technical variables. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments. The incumbent works in consultation with the supervisor and others to develop project scopes and objectives, schedules, and budgets. Incumbent independently plans and performs the work; keeps the supervisor informed and seeks assistance for only highly complex or very sensitive matters. Work is expected to meet objectives highly effectively. The incumbent is responsible for results and evaluated in terms of project management quality, quantity, timeliness, teamwork, customer service, and other factors such as use of skill and ingenuity in overcoming project impediments and sound judgment and creativity in solving problems.

Examples of Important Duties (Estimated Percentages):

1. Corporate IT Project Management (±70%)

- Serves primarily as a fully proficient information technology project manager. Leads, manages, and coordinates the work for large, technically complex, or high-profile projects that are significant to the Department's and Commission-wide mission; including developing and recommending standards, policies and procedures, developing unit goals and objectives, maintaining records, coordinating technology support, conducting major system analyses, leading staff, and developing long-range technology plans for the department. Projects frequently involve many technical specialists and technical disciplines throughout the Commission.

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- Works in consultation with supervisor and other team members to develop project objectives and schedules work breakdown structures (e.g., scope, costs, deliverables); requests assistance or input, as appropriate, throughout the project. Prepares, plans, and tracks project schedules, budgets, assigns project responsibilities, and coordinates the work to complete projects on schedule and within established budgets. Monitors completion of assignments at each stage of a project for timeliness, accuracy, and effectiveness in meeting work objectives. Coordinates and obtains required approvals at appropriate timeframes to keep project on schedule and avoid project delays. Initiates and conducts effective progress meetings and presentations at regular intervals including preparation of agendas and meeting minutes.
- Uses established tools and processes for project management and coordination, including established business processes and other applicable policies, procedures, systems and tools. Provides routine status reports on projects as requested. Keeps supervisor informed of project status, problems and delays, and recommends solutions when presenting problems. Assembles and maintains comprehensive and organized project files, and archives files upon completion of projects.
- Conducts thorough, technically proficient, and timely reviews of project work by outside consultants and provides input at appropriate stages. Reviews work for thoroughness, accuracy, practicality, economy, and compliance with applicable policies. Identifies deficiencies at early stages prior to adverse impacts and significant delays to projects. Applies technical expertise to improve and add value to the project (including presenting best practices) and develops practical solutions. Communicates and collaborates with others during the review process.
- Applies specialized technical knowledge in area(s) of technical expertise (such as, but not limited to, computer, network, or telecommunications system functions) to develop and produce projects in-house, as well as to direct, review, and monitor the technical work of others. Work may include preparing concept plans, project documents, written technical specifications, cost estimates, and bid forms for a full range of technology systems. Develops creative technology solutions. Trains and leads technicians and junior staff in performance of technical work and provides input to performance appraisals by supervisors of staff on projects. Informs supervisor, departmental management, and others of implications of proposed changes in policies, procedures, and work methods.

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- Writes complete and clear scopes of work for technology services, including all tasks needed to meet project objectives; reviews proposals with project review panel; and recommends award of contract. Prepares complete list of bid items, special conditions, technical specifications, and detailed cost estimates, and advertises projects. Compares cost estimates to project budget and initiates and develops solutions to reduce costs when necessary prior to bidding. Consults in advance with contract specialist and supervisor to consider and select purchasing methods. Effectively administers vendor contracts during project phases, reviews and signs off on payment requests. Proactively manages vendors and takes appropriate actions, if performance does not meet the terms of the contract. Closes out contract upon completion.
- Maintains records and files. Prepares reports.

2. Other (±30%)

- Stays informed of developments in the methods, practices, and technological developments in one's own field(s); evaluates potential for application in Commission projects and facilities.
- Communicates and interacts effectively with business contacts. Establishes and maintains or enhances working relationships, including teamwork. Identifies, involves, and coordinates at appropriate stages with internal and external stakeholders including staff, consultants and sub-consultants, contractors and subcontractors, and representatives from other departments; resolves conflicts at earliest possible stage in accordance with Commission policies and procedures, and consults with supervisor on more difficult or sensitive issues. Listens to stakeholder wants and needs and develops options or solutions that incorporate key stakeholder concerns into the project, as practicable.
- Uses a computer, modern office suite software, enterprise software, specialized software (such as project planning and scheduling software), and various technical devices and tools for planning, scheduling, communicating (email), word processing, manipulating data, preparing presentations, reporting time and attendance, requisitioning, researching (the Internet), and performing other functions.

Important Worker Characteristics:

- A. (1) Extensive knowledge of the concepts, principles, practices, and techniques of one's own field(s) of technical expertise such as, but not limited to, computer, network, or telecommunications systems management.
- (2) Knowledge of (a) directly related fields outside one's principal knowledge base(s) such as, but not limited to, computer, network, or telecommunications systems management; (b) information technology and computer science principles and practices and the design and development of computer and network systems including network architecture; (c) standards

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and protocols, microcomputer, peripheral equipment hardware and software and system setup, network, PC preventive maintenance, and troubleshooting techniques and procedures; (d) LAN/WAN management functions and procedures including network and error documentation, performance, and security management; (e) network and PC operating systems and application software and utility software for monitoring system performance and diagnosing problems; (f) wireless communication systems, systems analysis and project management, basic database programming for telecommunications support, basic understanding of networks and connectivity, traditional and VoIP telephony, voicemail systems, and call accounting system; (g) internet and intranet design and management; and (h) applicable Commission organization, policies, and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work; or ability to rapidly acquire knowledge and skill set.
- C. Extensive knowledge of, and in skill and ability to (1) use project management methods and techniques to manage a full range of projects; (2) use computers and local area/wide area network servers, routers, network communications hardware, computer network hardware, and computer peripheral equipment; (3) diagnose and correct hardware and software problems; and (4) utilize spreadsheets, word processing, graphics, and communications software.
- D. Considerable skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions. Examples include applying a variety of quantitative and qualitative measures to project management problems to assess and balance form, function, and cost; assessing project scopes and approaches; developing preliminary project scope and timelines and reviewing proposals; and quality assuring systems.
- E. Skill in communication to understand verbal and written information (including facts, assertions, and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired action(s). This includes skills in actively listening to ascertain key information including perspectives, concerns, and wants and needs of others, and in expressing information in ways that help people in both technical and non-technical disciplines understand both technical and non-technical issues.
- F. Interpersonal skills to interact effectively with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.

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G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software, and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Computer Science, Information Management Systems, Computer Engineering, Software Engineering or any related field.
2. Four (4) years of progressively responsible information technology experience.
3. An equivalent combination of education and experience may be substituted, which together total eight (8) years.
4. Project Management Institute (PMI) certification(s) is desired; such as Project Management Professional (PMP), Program Management Professional (PgMP), Certified Associate in Project Management (CAPM), PMI Professional in Business Analysis (PMI-PBA).

Working Conditions:

Works in an office setting. Work is primarily sedentary and requires light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.