The Maryland-National Capital Park and Planning Commission

TITLE: Corporate IT Program Manager　　　　　　GRADE: 36　　　DATE: March 15, 2022
SERIES: Information Technology　　　　CODE: 3252　　EEO: Officials/Admin　　FLSA: Exempt

Class Definition:

Under general direction, as a member of the Office of the Chief Information Officer (OCIO), oversees and directs project management for enterprise level project efforts and the Corporate Project Management Office. Develops policies and provides analysis, support, direction, and guidance to stakeholders and staff across multiple disciplines and work locations. Supervises full-time unit staff, including OCIO project managers, and oversees the work of consultants and contractors engaged in technology solution services. Works adeptly as a unit manager across the phases of planning, design and implementation. Translates business needs into actionable plans for teams and aligns resources. Develops operational goals and specifications and manages highly visible and complex information technology (IT) solutions and systems. Ensures the integrity and successful implementation of new technical solutions and upgrades to IT processes, systems, and structures to perform preventative, proactive, and on-going maintenance. Designs and develops presentations and communications to stakeholders on progress of various projects. Designs, develops and implements complex and concurrent physical solutions, including enterprise storage, processing solutions, broadband, and Commission-wide technology. Prioritizes strategic initiatives and manages interdependencies between projects. Ensures resource capacity and availability within project team(s). Serves as a member of the Chief Technology Officer (CTO) Committee. The work program has significant Commission-wide impact and ensures adequacy and effectiveness of services provided. Some work is highly confidential or highly sensitive. Applies expert knowledge of the concepts, principles and practices of Enterprise infrastructure, technology trends, systems and hardware and software availability and capabilities, and system level products for highly specialized areas of technology; as well as knowledge of strategic planning, program and project management altogether to ensure unit products and services are effective. Applies project management concepts, principles, and practices for delivering tactical or strategic projects. Performs intensive analyses and makes probing assessments of multiple, interactive variables, including uncertainties, to determine effects. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present, defend, convince or persuade, and achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties as assigned.

Work is assigned in terms of functional goals, priorities, and resources. The incumbent plans and manages all unit work within this framework and is held accountable for the provision of effective design or implementation of products and services, including soundness of advice and achievement of unit goals. The incumbent is expected to keep the supervisor informed and to seek assistance only for highly complex or very sensitive matters. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service, and other factors, such as skill and ingenuity in overcoming technical and non-technical problems, including teamwork and intra-agency and interagency coordination problems.

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<u>Examples of Important Duties (Estimated Percentages):</u>

1. Unit Management/Staff Supervision (±60%)

   - Keeps staff informed of Department and team mission, goals and objectives; establishes and monitors unit goals and objectives; enforces work rules; plans, schedules, assigns and reviews the work of the staff; provides input for, recommends and administers approved unit budgets (controls expenditures); manages unit staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations; reviews and evaluates work products, methods, and procedures to ensure technical work conforms with the standards and accepted techniques and work methods; identifies and removes obstacles; and identifies, diagnoses, and resolves technical problems independently and with team members; and provides guidance to staff.

   - Performs the full range of supervisory human resource (HR) management functions, unit wide. Initiates or recommends official personnel actions such as recruitment, selections, and transfers; selects or helps select staff; trains and develops staff or ensures staff training and development opportunities; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations; and sets performance standards and evaluates performance.

2. Corporate Program Management (±30%)

   - Develops and implements Project Management Office (PMO) processes, methodologies and tools to establish the framework and improve the overall delivery of projects. Develops operational goals and specifications and creates schedules, work plans, and cost guidelines for the program that are consistent with Commission standards. Works closely with the Infrastructure staff to develop and execute Enterprise IT project programs initiated by the OCIO. Collaborates with project managers to define project scope, objective, reporting, and other deliverables that support business objectives in collaboration with stakeholders and senior management. Creates and maintains project plans that communicate tasks, milestones dates, project status and resource allocations. Collaborates with technical teams to ensure proper hardware/software functionality across Commission systems. Works with various IT staff. Develops and implements long range automation plans for the Agency, including developing and recommending implementation strategies of the latest technological developments to improve Enterprise IT productivity and service.

   - Manages project scope, budget schedule, communications, risks and issues in accordance with Project Management Institute (PMI) standards, and reports status on budget, schedule and project health.

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- Identifies project objectives, key milestones, target dates, and resources required; monitors project performance; notifies supervisors or others of deviations from project plans; collaborates with staff, vendors, managers, and others in accomplishment of program development goals.

- Develops presentations to stakeholders including all levels of management regarding program and projects. Communicates frequently and candidly about program goals, obstacles, workarounds and expectations. Develops and delivers communications regarding program and project progress, risks, and hand-offs.

- Directs team members to ensure strategic and tactical application-related goals are met efficiently and cost effectively. Develops strategic plans, objectives, and priorities for assigned work units/operational areas; plans, develops, and implements programs that utilize human and financial resources to achieve results.

- Ensures the integrity and successful implementation of new technical solutions and upgrades to new hardware and software versions, which includes network components, systems, procedures, patches and firmware versions, and other tools are functional and adhere to Commission standards by monitoring, performing system checks, and utilizing diagnostic tools and equipment to perform preventative, proactive, and on-going maintenance.

- Manages vendor software support activities, maintenance agreements and maintenance costs, and serves as a key organizational contact for vendors. Oversees the analysis, evaluation, design, and implementation of the Enterprise infrastructure architecture.

- Designs, develops, and implements complex physical and logical networks, including enterprise storage, processing solutions, and broadband and Commission-wide connectivity.

- Implements IT security solutions across the Enterprise and assists with the development and implementation of security guidelines, policies, and solutions.

- Monitors, updates, and maintains current and existing legacy network infrastructure systems and related services. Ensures on-premises and hosted environments function properly and are available so users access to systems is secure and not interrupted.

Other (±10)

- Works with stakeholders and other senior management on Commission-wide initiatives. Prepares technical and non-technical data and information regarding technology initiatives, strategies, policies and procedures to present to stakeholders, including department leaders, the Executive Committee, and Commissioners.

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- Serves on IT Council committees to exchange information and provide recommendations about new equipment, software, and services for Commission-wide deployment.

- Reviews vendor contracts and provides associated recommendations to senior management. Leads the development of service specifications and contracts; develops and manages budgets; oversees assets and negotiates with vendors; oversees vendor maintenance contracts; monitors vendor performance; and recommends changes in vendors.

- Selects and recommends appropriate hardware, software and services as well as vendors and consultants for systems implementations. Participates in the development of department budget, including monitoring and accounting for unit expenditures.

- Represents the division, department and Agency on committees, task forces and meetings.

Important Worker Characteristics:

A. (1) Expert professional knowledge of the concepts, principles, and practices of Enterprise infrastructure; technology trends, systems, and hardware and software availability and capabilities; system level products for a highly specialized area of technology, such as Oracle Database Administrator, Systems Integrator, or GIS expert; and core software used in the Commission, such as email, word processing, spreadsheets, presentation software, and graphics*;
(2) Knowledge of strategic planning and program and project management to support project planning and execution, and knowledge of Commission organization, policies, and procedures*.

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

B. Knowledge of, and skill in, (1) planning, assigning and reviewing work; (2) budgeting, using resources, and managing personnel to accomplish work; and (3) managing work and supervising employees at the first level of supervision, including knowledge of, and skill in applying, HR management and EEO principles and practices.

C. Expert skill and ability in developing and implementing short- and long-term work and goals; allocating resources within the team; and applying a variety of quantitative and qualitative measures to IT projects and budgets.

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 recognizing subtle aspects of problems and making recommendations and decisions. Examples include assessing project scopes and approaches and recommending or determining priorities; and solving project management or team issues.

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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 skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs, and in communicating effectively to obtain agreement, compliance, or other desired results. Examples include communicating with project staff, consultants, and contractors concerning project scope, estimates, costs, and risks; and skill in effective dialogue with special interest groups and community stakeholders.

F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner, including establishing and maintaining working relationships and working as a member and leader of a team.

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. Eight (8) years of progressively responsible Enterprise experience that includes IT supervision.

3. An equivalent combination of education and experience may be substituted, which together total twelve (12) 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.