JOB CODE: 238
SALARY GRADE: E15
EFFECTIVE/UPDATED: 2/1/2018

IT PROJECT MANAGEMENT OFFICE (PMO) MANAGER

Definition

Under the direct of the Chief Information Officer, the IT PMO Manager will oversee the governance and standards for executing IT projects. He / she will be responsible for engaging with IT vendors, internal IT team and operations / functional stakeholders to evaluate requirements, validate business cases, prioritize & track projects, ensure conformance to PMO standards, review & communicate project status, etc. This individual will also be responsible for maintaining IT policies, tracking department key metrics, coordinating IT audits and performing quarterly application & system access reviews among other activities.

Equipment/Job Location

The noise level in the work environment is usually moderate. Performs most duties in an office environment. The employee frequently is required to sit.

Essential Functions of the Job

1. Partner with operations & functional stakeholders to identify / evaluate business requirements, prepare project charter and business case

2. Build and manage of team of business analysts and project managers.
3.
4. Maintain comprehensive understanding of current and future business needs.
5.
6. Develop and/or maintain appropriate project governance standards and templates.
7.
8. Engage with IT vendors & internal IT team to identify effort & cost for initiatives and prioritize development work.

9. Ensure PMO guidelines & protocols are followed appropriately.

10.   Drive adoption of ITIL & SDLC best practices

11.   Proactively drive projects end-to-end from inception through post-production

12.   Assist IT team with project planning, score-carding, tracking, change management, communication & lesson learnt sessions

13. Play the role of IT Project Manager on strategic and tactical projects.

14. Define and measure project success metrics.

15. Ensure project business cases are tracked and reviewed as appropriate.

16. Track and report on IT Department's key performance metrics.

17. Maintain IT standards, policies and procedures documentation.

18. Performs other duties assigned as related to the position.

Required Knowledge and Abilities
- Requires the ability to think logically, analyze and interpret abstract and complex systems and application programming problems with efficiency and precision.
- Customer relationship focused, process driven, metric focused, results oriented, organized, self-directed.
- Requires training and presentation skills.
- Requires the ability to communicate effectively orally and in writing.
- Requires experience working with Waterfall and Agile methodologies.
- Requires knowledge of Software Development Life Cycle (SDLC) & ITIL (IT Infrastructure Library) processes.
- Requires proficiency in automated Project Management Tools such as Microsoft Project.
- Proven track record for successful delivery of projects and working cross-functionally with business and IT
- Requires the ability to establish and maintain good working relationships with City personnel, other agencies and vendor support personnel.
- Requires ability to work on weekends and second/third shifts on occasion.

Qualifications for Hire
- Bachelor's degree or equivalent work experience in Business Administration, Computer Science, Information Systems or related disciplines.
- Requires ten (10) years of work experience as a PM or Project Lead under a PMO structure
- Project Management Professional (PMP) certification preferred
- Requires possession of a valid Illinois driver's license.