



# CITY OF RICHLAND

<b>CLASSIFICATION TITLE:</b> IT PROJECTS & APPLICATIONS SUPERVISOR	<b>AFFILIATION:</b> Unaffiliated (Non-Union)
<b>REPORTS TO:</b> INFORMATION TECHNOLOGY T MANAGER	<b>FLSA STATUS:</b> Exempt

## **GENERAL SUMMARY:**

Under the direction of the Information Technology (IT) Manager, ensures that the IT division is in alignment with the business of the City and its customer departments by driving the technology strategy as well as the business analysis and project management activities; meets the project needs of the IT division's customers while ensuring that the technologies deployed work within an overall framework supported by the division, and may be required to serve as IT Manager in his/her absence as assigned.

## **ESSENTIAL JOB FUNCTIONS:**

*Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location.*

- Designs and maintains the high-level design plan for the overall logical and technical IT architecture.
- Provides technical leadership and consulting across the organization, from strategic decision making down to the project planning level.
- Drives all IT division-led or supporting project efforts.
- Initiates and participates in projects to evaluate technologies and methods for implementing the IT Strategic Plan.
- Maintains current documentation of the City's IT architecture/infrastructure, and technology project portfolio.
- Develops, documents and assists in the communication of the City's technology standards policy; works with the IT Manager and the IT Governance Committee to enforce those standards.
- Develops, documents, makes recommendations and communicates plans for investing in IT infrastructure, including analysis of cost reduction opportunities.
- Designs, develops and oversees implementation of end-to-end integrated systems.
- Defines how the scope, goals and deliverables of IT projects should support the overall City business goals, in collaboration with project sponsors (member(s) of the Executive Leadership Team).
- Defines, tracks and records project success criteria, to include timelines, milestones and

deliverables throughout the project lifecycle.

- Works with department managers for the acquisition of required personnel from within the City as required.
- Assesses and approves/disapproves need for additional staff or consultants; completes required recruitment paperwork if necessary during project's lifecycle.
- Supervises, motivates, and provides direction and guidance to assigned staff; evaluates and reviews work performance for acceptability and conformance with department standards, goals and/or City competencies; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.
- Ensures that all IT projects have been approved by the IT Governance Committee and have at least one sponsor from the Executive Leadership Team prior to initiation.
- Collaborates with end users and senior management to define business requirements for complex systems development and gains buy-in for all infrastructure plans.
- Reviews new and existing IT projects, systems designs, and procurement/outsourcing plans for compliance with IT standards and architectural plans.
- Directs and manages all IT projects within the City's IT project portfolio from beginning to end, to include tracking and monitoring project milestones and deliverables; identifies and manages project dependencies and critical paths, and conducts project post mortems.
- Develops best practices, techniques, and tools for project planning, execution, project management, ongoing milestone/deliverable tracking, communication, and key performance metrics.
- Communicates project management standards and techniques to the appropriate training staff.
- Reviews budget proposals, and recommends subsequent budget changes where necessary or needed.
- Accepts and assesses status reports, change requests, and requirements documentation to ensure smooth project progression.
- Coach's, mentors, motivates, and supervises new project team leads, team members, and contractors, and influences them to take positive action and accountability for their assigned work; identifies and resolves issues and conflicts within and between various project teams and team members.
- Models and fosters the City's core values by establishing and nurturing a work environment that will promote and maintain a high level of morale and productivity.
- Actively participates as a member of the City's Leadership Team, including participation on various task teams or committees as assigned.
- Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Operates a variety of modern office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners and fax machines, or other specialized equipment, and personal computers in a windows based computing environment using standard or customized software application programs appropriate to assigned activities.

- Performs the duties of the IT Customer Service and/or the IT Operations Supervisors as assigned.
- Performs other duties as assigned.

**KNOWLEDGE, SKILLS & ABILITIES:**

*Identify specific and realistic knowledge, skills and abilities necessary to competently perform this job.*

Knowledge of:

- City's strategic business plans.
- IT planning and project management.
- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff.
- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- Principles and practices of budget development and administration.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Local government industry and related applications.
- Technical aspects of field of specialty.

Skills and Abilities to:

- Drive the development, execution and maintenance of the IT Strategic Plan.
- Support the IT Operations team in execution of the IT architecture.
- Develop and manage an infrastructure capacity plan.
- Support the IT Manager in the IT Governance Committee and Technical Review Committee meetings.
- Conduct research on emerging technologies in support of infrastructure development efforts, and recommend technologies that will increase cost effectiveness and infrastructure flexibility.
- Effectively communicate and manage project expectations and status to project managers, owners, sponsors, team members, and other stakeholders in a clear and concise fashion.
- Effectively manage project teams' time and allocate resources to ensure deliverables are completed on-time and on-budget.
- Analyze, conceptualize and problem-solve.
- Troubleshoot project problem areas/mitigate project risks.
- Train, supervise and evaluate assigned personnel.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or direction, organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

**EDUCATION & EXPERIENCE REQUIREMENTS:**

- Bachelor's degree in information systems/technology or related field;
- Six (6) years of IT project management or closely related work experience, to include two (2) years of experience in a lead or supervisory role;
- Advanced proficiency in Microsoft Office Word, Excel, Outlook and PowerPoint, and proficiency at an intermediate level in Microsoft Windows, Internet Explorer, Outlook and Visio.
- Or an equivalent combination of education and experience that would provide the necessary skills and abilities for the individual selected to be successful performing the essential functions of the job.

**LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:**

- Valid Washington State driver's license upon hire date.
- PMP Certification required within one (1) year of hire date.

**COMPETENCIES:****Supervisory**

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful

performance reviews.

### **Foundational**

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

### **WORKING CONDITIONS**

*The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### Environment:

- The work is generally performed within an office environment, which may include an open cubicle office setting.
- Will require occasional trips to other city offices and other agency offices for business purposes, which may include inclement weather conditions.
- Lighting and temperatures are typically adequate, and there are is little to no hazardous or unpleasant conditions caused by noise, dust, etc.
- The noise level in the work environment is usually quiet to moderate.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.

#### Physical Demands:

- Generally sedentary in nature, but may require standing and walking, and the ability to intermittently kneel down, stoop, bend at the waist, twist at the waist and reach, or sit for long periods of time.
- Ability to operate a motor vehicle and to visit various City and meeting sites.
- The employee is required to speak, hear, and exchange information.
- Must be able to read and write, and communicate clearly.
- Ability to lift up to 20 lbs on occasion (boxes, paper, office supplies, etc.),
- Ability to operate standard office equipment (copier, fax, printers, multi-line phone systems).
- Must have good vision to read print and a computer screen.
- Ability to hear and speak to communicate in person, before groups, and over the telephone.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping, and reaching to operate a computer keyboard, mouse and/or standard office equipment.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals which may weigh up to 50 lbs.
- Some travel may be required.
- On-call availability for after standard business hours.
- Ability to participate in and occasionally lead training sessions, presentations, and meetings.

**SELECTION GUIDELINES:**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification description does not constitute an employment agreement between the City of Richland and employee and is subject to change by the City as the needs of the City and requirements of the job change.