IT Program Manager

Job Code	20000991	Job Family	Technical Program Management	Professional / Knowledge Worker	
Department	Various	**Reports to**	Various	**Union Status**	Non-Represented
FLSA Status	Exempt	**Pay Grade**	2062	**This Job is a Lead**	No
Last Updated	12/1/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

The IT Program Manager is a strategic project-management professional whose job is to help oversee and coordinate the various projects, products, and other strategic initiatives across the District. An IT Program Manager's role includes coordinating multiple projects and reconciling the interdependencies among them; providing strategic guidance to the organization's project managers; facilitating communication within a program's cross-functional team. In an organizational context, a program refers to a group of related projects (or a combination of projects and programs) that together support a strategic business initiative. The IT Program Manager's job is to take a high-level view of the entire program, and strategically guide project managers to ensure they are all working effectively toward the program's objective. IT Program Managers can gain a unique strategic view of the organization. They can see the goals, risks, available resources, budgetary limits, and other important aspects of every major District initiative simultaneously.

Accountabilities

Accountability #1
Support the strategic direction of the District by developing and executing major IT programs, and similar responsibilities.

Accountability #2
Ensures program success via thorough budget and operating plan development, as well as the creation of evaluation methods to assess programs strengths and areas for improvement, and similar responsibilities.

Accountability #3
Works closely with program sponsor, cross-functional teams, and assigned project managers to plan and develop scope, deliverables, required resources, and timing for new initiatives, and similar responsibilities.

Accountability #4
Ensures goals are met in areas including customer satisfaction, safety, quality, and team member performance. Implements and manages changes and interventions to achieve program goals. Set program controls, governance, and standards, and similar responsibilities.

Accountability #5
Ensures maximum productivity and time management by delegating and assigning work to accomplish program objectives, and similar responsibilities.

Accountability #6

Manages effective communications with management and other stakeholders through produces regular reports and other communications. analysis, evaluation, and risk mitigation, and similar responsibilities.

Accountability #7

Ensures compliance with budgetary, time and other requirements by supervising project managers and the training and work of production, design and also development staff. Tracks performance of members of various project teams or groups. Leads and mentors project managers and team members, and similar responsibilities.

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

***Minimum* Required Education and Experience:**

Bachelor's Degree in Business Administration, Computer Science, Information Technology, or related field, AND
Eight (8) years of directly related experience managing large project teams and/or IT programs;

OR

Twelve (12) years of directly related experience managing large project teams and/or IT programs.

Preferred* Education and Experience:

Qualifications – License(s) and/or Certification(s)

Minimum* Required License(s) and/or Certification(s):

Preferred* License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum* Required Skills and Abilities:
  Proficient computer skills, experience with Microsoft Office Suite; working knowledge of program/project management software (Basecamp, MS Project)
  Knowledgeable in program management methodology and techniques; performance evaluation and change management principles
  Experience with compiling and following strict budgets
  Excellent verbal and written communication skills
  Able to multi-task, prioritize, and manage time effectivelySupervisory and management practices

Preferred* Skills and Abilities:

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Professional / Knowledge Worker".

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List	Frequency
Sit	Constant (67-100%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Seldom (1-10%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never

Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Never
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Never
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Seldom (1-10%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Frequent (34-66%)
Use close vision	Frequent (34-66%)
Use distance vision	Seldom (1-10%)
Use color vision	Constant (67-100%)
Use peripheral depth perception	Never
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Occasional (11-33%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
Comprehension	**Frequency**
Read and carry out simple instructions	Frequent (34-66%)

Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	**Frequency**
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Occasional (11-33%)
Use intermediate and/or advanced math	Occasional (11-33%)
Organization	**Frequency**
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
Resilience	**Frequency**
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Never
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never

Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Occasional (11-33%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.
○ Yes
⊙ No

On-call activities and frequency.

Work Location

The primary assignment for this position is:
○ Remote
⊙ Office Hybrid
○ On-Site
○ Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the

employee's wellbeing.