IT Project Manager I

Job Code	20001046	**Job Family**	Technical Project Management	**Professional / Knowledge Worker**	
Department	Various	**Reports to**	Various	**Union Status**	Non-Represented
FLSA Status	Exempt	**Pay Grade**	2056	**This Job is a Lead**	No
Last Updated	6/30/2023				

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 Project Manager I manages and coordinates the planning, development, organization, communication, and implementation of small projects. Projects usually impact single business functions, sometimes more, have moderate budgets, and require work and coordination of both internal and external individuals and groups. Utilizes standard project management controls for project development, document management, cost control, tracking of schedules, negotiation, and conflict resolution. Serves point of contact and conduit for communication between the project proponent, various internal business groups and external resources. An entry level professional in the field of project management with a primary job role of leading teams through project phases or iterations (e.g., initiating, planning, execution, closure, or sprint cycles). Manages information technology projects to implement, upgrade, enhance, or replace critical software solutions and information technology infrastructure. Understands and can apply various project management methodologies (e.g., Project Management Body of Knowledge (PMBOK), waterfall, Agile and combinations) to optimize approach best fitting project objectives and team dynamics. Skilled in leadership techniques including facilitation, communication, and conflict management in support of building strong, results-oriented teams. Understands root-cause analysis and can lead process to identify, analyze, and resolve risks and issues. Coordinates cross-functional teams of technology and business professionals across the organization.

Accountabilities

Accountability #1

Manages the successful implementation of small technology project initiatives supporting effective, reliable and fiscally responsible utility operations and customer service solutions. Leads a sub-team under the direction of experienced project managers on larger projects. Works with sponsors, stakeholders, technical experts, subject matter experts and external vendors to define scope, budget and resources. The project manager leads the effort to successfully implement solutions realizing the goals of the initiative in an efficient and fiscally responsible manner. Effectively prioritizes work of the team as well as their own work to simultaneously manage multiple projects. Responsible for developing detailed project plans, managing schedules, prioritizing work, controlling budgets, leading teams, and similar responsibilities.

Accountability #2

Ensure transparency and the trust of our customers and stakeholders through financial management. Develops accurate cost estimates to establish project budgets; leads formal Request for Proposal (RFP) processes; supports contract negotiations; monitors and controls project progress and expenditures; identifies variances and potential impacts; recommends changes to objectives and approved budgets, and similar responsibilities.

Accountability #3

Utilizes leadership skills and techniques to develop highly effective and diverse cross functional teams (technical, business, and vendors). Develops a shared vision ensuring the team works together to complete goals of stakeholders and sponsors. Facilitates transparent and supportive communication fostering an open and inclusive environment which maximizes the potential of team members. Manages work of project teams to meet or exceed the expectation of sponsors and stakeholders by: Building relationships; ability to manage teams in a matrixed environment; training team on the project approach; motivating team to achieve success; managing daily activities and correcting issues related to performance; providing support to help overcome obstacles in order to complete the vision, and similar responsibilities. Understands when to seek guidance and escalate for complex issues, and similar responsibilities.

Accountability #4

Ensures effective communication of project status and developments to inform all levels of the organization. Helps identify and supports communication plans to inform internal stakeholders and external customers of project impacts. Provides timely and accurate status updates to executive sponsors; supports development of Organizational Change Management plans, and similar responsibilities.

Accountability #5

Ensures management of project risks and resolution of issue to provide effective cost management, implement on schedule and deliver planned scope. The project manager is the the first point of contact to identify and facilitate resolution of issues. Responsible for root-cause analysis, negotiations, ability to adapt, problem solve, handle escalations, and similar responsibilities.

Accountability #6

Ensures project success by maintaining focus on quality; monitors and controls project progress and expenditures; identifies variances and potential impacts, recommends changes to objectives and approved budgets. Utilizes the project schedule, budget reports, team interactions and contracts to ensure the project and solution are adhering to scope and realizing intended benefits. Identifies and monitors key performance metrics, utilizes industry best practices, demonstrates expertise in project methodologies, and similar responsibilities.

Accountability #7

Under the guidance of experienced IT Project Managers, follows the project approach by analyzing and determining the appropriate methodology to use to maximize results in delivering technology solutions in the most effective manner utilizing the skillset of the project team and vendor. This may include waterfall, Agile or similar methodologies. Develop the project plan, determine iterations, prepare team, monitor performance, and similar responsibilities using best practices and project management tools.

Accountability #8

Ensures high functioning team through leadership and facilitating Conflict Resolution to achieve project goals while cultivating a culture of caring, mutual respect and trust. Project outcomes are dependent on the working relationship of the team and agreement across stakeholders and sponsors through: Negotiation skills; Coaching and mentoring; Conflict resolution techniques; Ability to see potential issues in advance to avoid conflict, and and similar responsibilities.

Accountability #9
Ensures the District leverages technology and process improvements to deliver solutions now and for the future. Establish and maintain strategic relationships with technology providers through effective vendor management. Work with procurement, legal and IT management experts to establish effective contracts and key performance indicators. Manage vendor performance throughout the project. Work with IT managers and subject matter experts to establish ongoing support and escalation plans, and similar responsibilities.

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;

OR

Four (4) years of directly related experience managing projects and/or teams.

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):
- Certified Associate in Project Management (CAPM)
- Certified Scrum Maste
- rInformation Technology Infrastructure Library (ITIL) Certification and Disciplined Agile Scrum Master (DASM)
- Certification or other Agile related Certifications

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:
- Strong communication and presentation skills.
- Ability and techniques to gain agreement between divergent points of view.
- Experience planning and managing a project or department budget.
- Ability to write clear and concise presentations and reports.
- Strong analytical, problem-solving and conceptual skills.
- Negotiating and critical thinking skills.Familiarity with project management standards (PMBOK) and project management software.
- Exceptional time management skills and ability to lead multiple projects.
- Demonstrated leadership skills including the ability to manage project team members and project managers in a matrixed environment.
- Experience successfully working in a team-oriented, collaborative environment.
- Ability to rapidly adapt and respond to changes in environment and priorities.
- Understanding of project management methodologies such as (waterfall, agile, etc.) and the ability to efficiently apply the appropriate method as the situation demands.
- Ability to work independently and multi-task effectively.

Preferred Skills and Abilities:
- Vendor management experience, including but not limited to leading RFP procurement initiatives.

Experience in analyzing, managing and negotiating contracts and professional service engagements.

Experience using Project Management tools such as MS Project, MS Teams, Azure Dev Ops.

Proven experience in project management methodologies such as (waterfall, agile, etc.) and the ability to efficiently apply the appropriate method as the situation demands.

Experience creating both technical and non-technical end-user documentation.

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	Seldom (1-10%)

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.