



IT Project Manager IV

Job Code	20000997	Job Family	Technical Project Management	Professional / Knowledge Worker
Department	Various	Reports to	Various	Union Status Non-Represented
FLSA Status	Exempt	Pay Grade	2060	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 Project Manager IV is accountable for managing strategic, District-wide information technology projects to implement, upgrade, enhance, or replace critical software systems or information technology infrastructure. This includes performing a variety of advanced project management work in planning, coordinating, and managing several IT projects of high-complexity/risk simultaneously, all of which have a District-wide impact through the project's lifecycle and implementation. Manages complex 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 professions across the organization.

Accountabilities

Accountability #1

Manages the successful implementation of very large technology project initiatives supporting effective, reliable, and fiscally responsible utility operations and customer service solutions. Provides direction to less 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. Lead the development of accurate cost estimates to establish project budgets; leads formal Request for Proposal (RFP) processes; 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 strong leadership skills and techniques to develop project teams. Develops a shared vision ensuring the team works together to complete the goals of stakeholders and sponsors. Facilitates

transparent and supportive communication fostering an open and inclusive environment that maximizes the potential of team members. Manages the work of project teams to meet or exceed the expectation of sponsors and stakeholders by: building relationships; ability to manage and lead teams in a matrixed environment; motivating teams to achieve success; managing daily activities and correcting issues; 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

Leads and ensures the effective communication of project status and developments to inform all levels of the organization. Helps identify and support 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 leads resolution of issues to provide effective cost management, implement on schedule and deliver planned scope. The project manager is the first point of contact to identify and facilitate the resolution of issues. Leads and is 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

Establishes 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. Provide mentorship to IT Project Manager III, II and I in the establishment of project approaches for their projects.

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 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, AND

Six (6) years of directly related experience managing projects and/or teams;

OR

Ten (10) 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 Master
Information 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 skills
Strong collaboration skills
Ability to write clear and concise presentations and reports
Strong analytical, problem-solving and conceptual skills
Negotiating and critical thinking skills
Exceptional time management skills and ability to lead multiple projects
Demonstrated leadership skills
Experience successfully working in a team-oriented, collaborative environment
Ability to adapt and respond to changes in environment and priorities
Understanding of one or more project management methodologies
Ability to work independently and multi-task effectively

Preferred Skills and Abilities:

Ability and techniques to gain agreement between divergent points of view
Experience planning and managing a project or department budget
Familiarity with project management standards (PMBOK) and project management software

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.

Occasionally - 1x quarter or 4-6 times a year Would fill in for staff during times of PTO or sickness. Also may be called upon as an expert for major project deployments or incidents.

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.