



# Lead IT Project Manager

<b>Job Code</b>	20000994	<b>Job Family</b>	Technical Project Management	<b>Professional / Knowledge Worker</b>
<b>Department</b>	Various	<b>Reports to</b>	Various	<b>Union Status</b> Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2061	<b>This Job is a Lead</b> Yes
<b>Last Updated</b>	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 Lead IT Project Manager 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. A professional in the field of project management with a primary job role of leading project management teams through project phases or iterations (e.g., initiating, planning, execution, closure or sprint cycles). 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. Advanced skills in leadership techniques including facilitation, communication, and conflict management in support of building strong, results-oriented teams. Understands root-cause analysis and is able to lead process to identify, analyze and resolve risks and issues. Leads cross-functional teams of technology and business professions across the organization. The Lead IT Project Manager also has oversight of a team of Project Managers and ensures the coordination of their efforts.

## Accountabilities

### Accountability #1

Manages the successful implementation of large company-wide 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; 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 strong 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 large cross functional 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; manages daily activities and corrects issues related to performance; provides support to help overcome obstacles in order to complete the vision, and similar responsibilities.

**Accountability #4**

Leads and 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 leads 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**

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.

**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**

Provides training and mentoring to employees and project managers supporting employees with opportunities to develop skills; develop project management expertise; and ensure consistency throughout the organization. The Lead Project manager will develop training related to project management techniques. They will provide guidance to employees and project managers with less experience to prepare them for roles on more complex projects, and similar responsibilities.

**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](mailto: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 projects and/or teams;

OR

Twelve (12) 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):**

Project Management Professional (PMP)  
Certified Scrum Master  
Project Management Certificate or degree  
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 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  
Ability to work independently and multi-task effectively  
Proven experience in project management methodologies such as (waterfall, agile, etc.) and the ability to efficiently apply the appropriate method as the situation demands

Vendor management experience, including but not limited to leading RFP procurement initiatives  
Experience in analyzing, managing and negotiating contracts and professional service engagements

**Preferred Skills and Abilities:**

Experience using Project Management tools such as MS Project, MS Teams, Azure Dev Ops  
Contract negotiation experience  
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

<b>Communication</b>	<b>Frequency</b>
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%)
<b>Comprehension</b>	<b>Frequency</b>
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%)
<b>Reasoning</b>	<b>Frequency</b>
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%)
<b>Organization</b>	<b>Frequency</b>
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
<b>Resilience</b>	<b>Frequency</b>
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

<b>Environmental Conditions List</b>	<b>Frequency</b>
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.