



Senior Manager, ITS Program Management

Job Code	20000252	Job Family	Senior Manager	Leader	
Department	ITS Project Delivery Mgmt	Reports to	Chief Information Officer	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2062		
Last Updated	8/29/2022				

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 Senior Manager of ITS PMO has many areas of responsibility including leading a team of project management professionals, Quality Assurance, ITS budget analyst, contract analysts and admin. The Senior Manager ensures that technology projects are executed effectively and efficiently. They oversee projects, develops and maintains project management methodologies, standards and tools. The Senior Manager has extensive experience program and project management, portfolio management with a proven track record of successful project delivery using multiple methodologies and project management disciplines. They lead their team of project experts in establishing and enhancing project management practices and substantial team leadership experience with a focus on team development. The Sr Manager, guides PMs and project teams in resolving resource, technical and vendor issues. The Sr Manager provides leadership in managing the ITS quality assurance/testing approach. They work with the QA lead to establish test strategies, technical solutions and KPIs for system acceptance. The Sr Manager utilizes expertise in procurement to support District Directives under the guidance of Contracts & Purchasing resources in all phases of acquisition of technology systems and services. Including drafting, negotiating and approving strategic technology contracts, and professional service agreements for vendor implementation services. The Sr Manager provides guidance and oversight of the ITS Budget and work of the budget analyst.

Accountabilities

Accountability #1

Fiscal Management:

Deliver exceptional value to our customers through fiscally responsible planning and management by managing the development of technology, programs, and solutions to ensure the delivery of cost effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Ensures solutions meet reliability and availability Key Performance Metrics. Oversees implementation of solutions through projects that provide value and continually enhance operational processes. Leads alignment of projects to strategic plans of ITS and Business departments to gain the most value from contract negotiations and vendor relationships. Negotiates contracts leveraging tools and industry best practices to ensure acquisition of the best solution at a competitive price which meets the Districts requirements. Actively manages vendors through ongoing engagements to ensure adherence to SLAs, timely incident management, escalations, technology roadmap, value realization for project delivery. Actively manages contracts and participates in budget planning to control the overall cost to the District and similar responsibilities.

Accountability #2

Business Innovation and Continual Improvement:

Deliver exceptional value to our customers through continual improvement and innovation by providing guidance, policies, expectations and priorities for resources (contract, vendors, systems) and employees in all aspects of enterprise system implementations, continual improvement enhancements and process

changes to align with District strategies and business objectives to ensure that the business value is achieved and the risks are managed. Engages with District Senior Managers and Executive Leadership in developing project plans for technology needs supporting business roadmaps. Provides oversight and guidance in assessing risk, impact, and business value for proposed projects to ensure alignment with best practices, ensures cyber and data security, and maintains adherence to KPIs for business performance. Guides ITS and business stakeholder teams through an agile and evolving business and technology landscape in project delivery. Drives cultural change required for business process innovation and continual improvement. Prioritizes project portfolio leading the District ITS Project Governance Board. Supports employee development and system innovation by supporting training, research and development and similar activities. Engages with industry peers (technology and utility) to develop and enhance strategies, best practices, reduce risk, and manage costs, and similar responsibilities.

Accountability #3

Risk & Impact Management:

Achieve the highest level of employee and community trust in how the District manages project teams (direct and matrixed) and resources in support of the District's cyber security and compliance programs. Responsible for the identification, evaluation, prioritization, and communication of risks related to IT projects supporting business processes, operations, and customer experience. Actively manage and prioritize risks related to IT projects following cyber security and regulatory compliance policies and procedures. Responsible for leading the collaboration with stakeholders and District leaders to communicate risk, impacts and mitigations. Demonstrate ability to proactively manage the resources required to mitigate risks and prevent incidents. Be a champion of cyber security. Foster a culture of compliance. Must demonstrate the ability to reliably manage under duress. Responsible for the proper handling and protection of confidential information. Provides leadership and consulting to business and IT stakeholders in evaluating broad impacts including best practices, root cause analysis, resources available and opportunities to partner in identify system options and resolutions. Provides vendor management to help escalate issues, adherence to SLAs and to drive timely resolutions. Leads large programs and change management to mitigate risk. Leads the District Project Governance Board, the Senior Manager reviews project requests and provides input on risk and impact of project plans and technology requests. Provides leadership and consulting to business and IT stakeholders in evaluating broad impacts including best practices, root cause analysis, resources available and opportunities to partner in identify system options and resolutions. Provides vendor management to help escalate issues, adherence to SLAs and to drive timely resolutions. Leads large programs and change management to mitigate risk. Actively engage with auditors, security experts, and industry experts in conducting risk assessments and compliance audits, and similar responsibilities.

Accountability #4

Operational Support:

Achieve the highest level of employee and community trust in how the District manages project and contract team in support of District IT systems and services. Responsible for strategic oversight of teams engaged in project implementation, development, testing, and performance of ITS systems and services. Establishes and leads governance programs to help guide business and technical teams to establish implementation of project which provide service delivery, system architecture, solution

roadmaps, prioritization, sequencing, resource management, and adherence to standards. Builds working relationships with internal business partners (senior manager and executive leaders) in support of the delivery of ITS services. Engage technology and utility industry peers to share and develop strategies and best practices. Ensure business and operational requests are managed in a timely manner ensuring solutions and information are of high quality and meet our customer expectations. Manage IT project portfolio and contracts balancing business impacts, strategic roadmaps, risks, and costs. Develop, manage, and measure key process indicators (KPIs) to align with District strategy, and similar responsibilities.

Accountability #5

Collaboration and Customer Service:

Demonstrate powerful cross-functional Collaboration and Customer Service (internal and external) that proactively anticipates and supports community and customer needs by ensuring cross functional teams of technology and business experts provide exceptional customer service (internal and external) through effective communication and collaboration. Ensures business and technology solutions align with the District's mission in providing reliable and cost effective service. Builds and maintains effective relationships across District senior leadership by engaging with peers inside and outside the organization and supporting stakeholders. Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees and actively promoting behavior consistent with District expectations and policies. Actively supports and encourages every team member and their managers share ideas in an open and inclusive manner. Responsible for timely escalation management and resolutions on issues focusing on business outcomes focused on providing quality service, minimizing risk and reducing costs. Educates and communicates implications of business decisions related to technology options and roadmaps. Provide timely, effective and regular communications regarding incidents to targeted business partners with a focus on impacts and resolution. Continual focus on enhancing customer experience. Partners with senior leadership across the District in developing technology project roadmaps to align with business strategies, and similar responsibilities.

Accountability #6

Management:

Maintain transparency and the trust of our customers and stakeholders in the management of the ITS PMO organization through clear understanding of ITS and business resources, business goals and objectives, and effective action plans. The senior manager understands the roles, existing applications, vendor management, budget planning and future technology opportunities. They monitor project managers and their teams as well as system performance to determine opportunities for improvements. Responsible for talent acquisition to maintain and grow high performing teams. They coach and develop project managers and employees to increase performance while also identifying needs for new resources. Senior managers are also accountable for ensuring the ITS department performs at a high level of productivity, provide exceptional customer service, and respond effectively to issues as they arise. Senior managers lead by example in embracing a culture of continual improvement and service to the team, our customers, and the company. They establish standards for performance and employee interactions while ensuring accountability for alignment to goals. The senior manager is proficient in and a champion for technology. They manage groups of diverse project, business and technical experts in matrixed teams

including technical analysts and developers. The senior manager has a broad range of influence within ITS and across the District. They ensure projects are implemented successfully providing systems which are reliable and available. Senior managers must demonstrate capabilities to lead teams through demanding situations such as incident and change management. They must be resilient, calm and professional in high stress and high workload situations. They are accountable for overall system and team performance. Fosters a diverse, equitable, and inclusive work environment. Supports the District safety programs. Responsible for effective communication to all levels of the organization. Demonstrates the ability to communicate technical concepts to business stakeholders in support of decision making and strategic planning. Capable of presenting to all levels of the organization and to various sizes of groups. Communicates effectively across all mediums (orally and written), and similar responsibilities.

Accountability #7

Strategy and Planning:

Increase the public's confidence in the quality of technology strategy by establishing the strategic direction of the ITS PMP department and ensures aligned to District strategic goals to address new challenges, opportunities and business drivers. The senior manager leads several cross functional matrixed teams to monitor, evaluate, and adjust the ITS strategic initiatives. They also contribute to District wide strategic initiatives. The manager sets clear goals and defines KPIs to measure project success. They determine roles, responsibilities and ensure appropriate collaboration within ITS and across the District. They ensure the plan is executed, monitored and revised as needed. The manager must be knowledgeable about ITS and District goals, current technology portfolio, emerging technology trends (internal and external), and industry best practices (IT and utility). Must be able to coordinate and prioritize multiple high priority demands across several team to ensure success. Understands and optimizes resources (people, technology and processes) to deliver results in all areas (system support, projects, enhancements, and incidents as they arise). Responsible for working with managers and teams to develop and manage project roadmaps for their domain. The senior manager is responsible for aligning project roadmaps to every business department throughout the District, and similar responsibilities.

Accountability #8

Business Relationship Manager:

Demonstrate powerful partnership that reflects an understanding of community and customer needs by ensuring highly effective relationship between business departments and ITS. The senior manager is the primary contact for business (senior leadership and executives) related to IT project delivery. Leads project manager, QA lead, and ITS contract specialist technology projects. Provides leadership of the cross functional Project Governance Board of District senior leadership representatives in reviewing and approving technology projects. Collaborates with senior business leaders to determine business priorities. Ensures process for assessing technology requests based on business value with a focus on digital transformation, risk assessment, business continuity and business capability requirements. Partnering with business leaders and technology subject matter experts, identifies strategic business function opportunities both short-term and long-term, and similar responsibilities.

Accountability #9

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving feedback from our employees and working daily to ensure a more equitable and inclusive environment, 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 Project Management, Computer Science, Information Technology, Business Administration, or related field, AND

Four (4) years of directly related, progressively more responsible project management, project support, or information technology services experience;

OR

Eight (8) years of directly related, progressively more responsible project management, project support, or information technology services experience.

Preferred Education and Experience:

Masters Degree in Computer Science, Information Services, Business Administration or related field.

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

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

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

Project Management Certification in one or more methodologies or disciplines (e.g., PMP, CSM)

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Program/project management methodologies and tools
Negotiation, relationship building/partnering, and conflict management/ mediation
Methods and techniques used in effective management.
Computer applications including word processing, spreadsheets and data bases.
Customer service techniques and practices
Systems analysis techniques and applications.
Financial and budgeting processes.
Short- and long-range planning.
Problem identification and analysis techniques..
Applicable Federal, State, Local and District regulations.
Cost benefit analysis techniques.
Executive management presentation and communication techniques.
Client/server application environments; distributed processing; communications services; and relational database management systems.
Supervise, coach and assist staff in development of management/leadership skills.
Positively influence/build cross-functional teams and organize to effectively carry out the District's information technology initiatives.
Communicate and work effectively, both orally and in writing, with various levels of the organization, outside agencies, and customers.
Determine needs for financial resources and allocate them according to business priorities.
Maintain a high level of customer satisfaction.
Interpret and apply District directives, policies and procedures.
Use independent and discretionary judgment.
Effectively coordinate a variety of activities.
Manage confidential information.
Proactively and constructively deal with conflict.
Perform analytical work

Analyze business/technical issues and provide recommendations.

Preferred Skills and Abilities:

Expert level knowledge of both waterfall and Agile methodologies

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Senior Manager level.

- Adaptability
- Building Customer Relationships
- Building Talent
- Business Acumen
- Coaching
- Communication
- Continuous Learning
- Courage
- Creating a Culture of Trust
- Creating an Inclusive Environment
- Cultivating Networks and Partnerships
- Customer Focus
- Delegation and Empowerment
- Driving for Results
- Driving Innovation
- Emotional Intelligence Essentials
- Facilitating Change
- Financial Acumen
- Guiding Team Success
- Initiating Action
- Inspiring Others
- Leveraging Feedback
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Strategic Planning
- Stress Tolerance

Physical Demands

Physical Demands List

Frequency

Sit	Constant (67-100%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
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	Occasional (11-33%)
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	Occasional (11-33%)
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	Occasional (11-33%)
Use color vision	Frequent (34-66%)
Use peripheral depth perception	Seldom (1-10%)
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	Constant (67-100%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Seldom (1-10%)
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	Frequent (34-66%)
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	Never

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.