

Jurisdictional Class: Competitive
EEO Category: Professional
Revised: 07/29/2021

INFORMATION TECHNOLOGY PROJECT MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position involves managing specific groups of workers within an Information Technology department or division and working with component school districts or agency departments. Some positions in this class may require local and/or multi-county travel. The incumbent is responsible for the coordination of technology projects, managing the technology staff, coordination of research and development, and working with administrative staff in order to identify, recommend, develop, implement, and support cost-effective technology solutions. The work performed is under the direct supervision of the Assistant Director and/or under the general supervision of the Director. Supervision may be exercised over lower level Information Technology department personnel. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Manages the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PC's, operating systems, and associated hardware/software;

Conducts research and remain current with latest technologies;

Develops best practices and tools for project execution and management;

Works closely with Assistant Director/Director to determine the objectives of the organization;

Coaches, mentors, and supervises team members to influence them to take positive action and accountability for their assigned work;

Ensures appropriate resources and vendors are available for projects, products and services;

Sets and continually manages project expectations;

Delegates projects and responsibilities to appropriate staff;

Assists staff with projects and activities at an operational level;

Meets with administration to discuss strategic tactical concerns;

Provides assistance and solutions in response to customer needs;

May travel locally and/or over multiple counties to meet with Administration Teams in regard to their software applications.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good technical knowledge of the capabilities and requirements of various computer and telecommunications/network platforms functioning in a centralized, distributed, client-server, and stand-alone operating environments; good technical knowledge of multi-platform computer programs and large scale telecommunications network design and configuration; working knowledge of system analysis; ability to plan technology projects; strong leadership skills; excellent written and oral communication skills; ability to communicate ideas in both technical and user-friendly language; ability to effectively prioritize and execute tasks; must be able to learn, understand, and apply new technologies; excellent customer service orientation; extensive experience working in a team-oriented, collaborative environment; flexible during times of change; excellent coaching, listening presentation, and interpersonal skills; initiative and resourcefulness required.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree including or supplemented by twelve (12) Semester credit hours in the fields of Computer Science, Computer Technology, Data Processing, Management Information Systems, Information Resource Management, Business Management, Business Administration or a closely related field **AND** four (4) years of experience in information technology project management*, which shall have included two (2) years of supervisory information technology project management experience; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, including or supplemented by twelve (12) semester credit hours in the fields of Computer Science, Computer Technology, Data Processing, Management Information Systems, Information Resource Management, Business, Business Administration or a closely related field **AND** six (6) years of experience in information technology project management*, which shall have included two (2) years of supervisory information technology project management experience.
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, including or supplemented by twelve (12) semester credit hours in the fields of Computer Science, Computer Technology, Data Processing, Management Information Systems, Information Resource Management, Business, Business Administration or a closely related field **AND** eight (8) years of experience in information technology project management*, which shall have included two (2) years of supervisory information technology project management experience.

*Experience in Information Technology Project Management is defined as:

- 1. Experience in systems design and development;
- 2. Experience in helpdesk operations;
- 3. Experience in managing small to medium scale Information Technology projects;
- 4. Experience in Information Technology operations.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

SPECIAL REQUIREMENT FOR ONEIDA COUNTY GOVERNMENT ONLY: Criminal Justice Information Systems (CJIS) Security Clearance is required for appointment and must be maintained throughout appointment.

Adopted: 08/23/2016
Revised: 04/15/2019; 07/29/2021