PROJECT MANAGEMENT OFFICE (PMO) MANAGER

FUNCTION OF THE JOB

Under direction of the Chief Information Officer, the Project Management Office (PMO) Manager oversees the analysis of business/technology needs across the County; works directly with department directors, division/business unit managers, and project sponsors providing an understanding in how technology solutions can be applied to a department's business needs to enhance operational effectiveness; coordinates the development of resolutions through recommended changes in business process and/or the application of technology; performs responsible supervisory and advanced professional work in planning, managing, and directing the integration of Countywide automated business/technology solutions, and in the adoption of project tools, processes, and methodologies to ensure all projects are managed and sponsored to achieve a successful outcome; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Assists County departments in implementing customer focused business and technology solutions in a cost effective and efficient manner to support the needs of County residents.
2. Directs and coordinates a comprehensive projects program for the planning, implementation, and on-going support of County business systems for all County departments.
3. Directs and coordinates all associated efforts in the development of business analysis, and project management process modeling (e.g., Agile, Scrum, Lean, Waterfall).
4. Acts as PMO liaison for large, complex, business and technology projects and programs.
5. Communicates with county department directors, senior management, key County stakeholders and project sponsors on a regular basis to assess the satisfaction levels with PMO services expected by those customers.
6. Directs the business-related efforts assigned to outside consultants and/or vendor partners.
7. Designs, manages, and monitors the PMO Dashboard for project success; prepares and reports to leadership project status, budgets/expenditures, progress against defined objectives, and metrics analysis providing measurements directly tied to improvement in customer service.
8. Monitors and assists in the resolution of project conflicts and difficult project issues efficiently; informs project sponsors and project teams of impending risk implications and potential outcomes when required.
9. Develops, updates, and maintains all PMO policies, procedures, processes, and standards.
10. Selects and implements appropriate business analysis and project management tools and processes required to ensure business system efforts are properly structured, communicated, and administered.
11. Oversees peer review of business requests to find common solutions and matches those solutions to the enterprise architecture.
12. Conducts research and evaluates trends in business analysis, data management, and systems analysis techniques and tools; makes appropriate recommendations and implements required changes.
13. Supports the efforts of the enterprise architecture function ensuring that it is properly articulated as part of the information technology strategic plan.
14. Works with Purchasing Division and County departments in the RFP/RFI process (business and technology requirements, scope of services, vendor evaluations, product demonstrations, and scoring,) Service Level Agreements (SLAs), Master Service Agreements (MSAs), Data Processing Agreements (DPAs), Memorandum of Understanding (MOUs), Statement of Work (SOW), Return of Investment (ROI), and Total Cost of Ownership (TCO).
15. Supports leadership in strategic analysis, IT Division planning, and process improvement efforts.
16. Develops the Information Technology budget alongside the Chief Information Officer for the coming year and during that year, administers costs and expenses against that budget.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

17. Responsible for the hiring, supervision, resource management, evaluations, training, and oversight of the PMO business analysts/project managers responsible for delivering projects/programs within the defined scope, quality, schedule, and budget.
18. Monitors performance of PMO team and handles personnel matters of subordinate staff.
19. Directs the efforts of quality assurance functions for the PMO.
20. Manages the PMO staff utilization process to ensure resources are fairly and evenly distributed and not over-utilized across projects.
21. Establishes and maintains effective working relationships with staff and other employees at all levels of the County, consultants, vendors, and the public.
22. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of business analysis, project management and applications development methodologies.
2. Thorough knowledge of data analysis and data management principles/practices.
3. Thorough knowledge of modern principles and practices of information technologies.
4. Considerable knowledge of modern administrative, budgetary, managerial, and supervisory principles and practices.
5. Ability to plan, organize, assign, supervise, and review the work of others.
6. Ability to analyze complex problems, procedures, and data and follow through to provide solutions.
7. Ability to coordinate and direct concurrent projects.
8. Ability to lead and/or participate in work groups; and to plan and manage projects.
9. Ability to plan, organize, and effectively carry out a variety of assignments and projects.
10. Ability to gather, analyze, and evaluate data; maintain accurate and detailed records; prepare comprehensive recommendations and reports.
11. Ability to exhibit excellent interpersonal and communication skills.
12. Ability to initiate, develop, implement, and administer policies, procedures, budgets, and strategic plans, and to evaluate their effectiveness.
13. Ability to communicate effectively, both orally and in writing, and to effectively present ideas, concepts, and recommendations.
14. Ability to establish and maintain effective working relationships with staff and other employees at all levels of the County, consultants, vendors, and the public.
15. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business or public administration, computer science, or a closely related field.
2. Four (4) years of progressively responsible professional work experience in the Information Technology field, two (2) years of which must be as a project manager or leader.
3. A master's degree in an area listed above may substitute for one (1) year of the work experience requirement.