



POSITION DESCRIPTION

Department: Information Technology Services
 Classification Title: Information Technology Consultant Career
 Working Title: IT Infrastructure & Capital Projects Lead
 FLSA Status: Non-Exempt Exempt
 Incumbent:

Position Summary

Under the general direction of the Director of Service Strategy and Portfolio Management and in close collaboration with the Information Technology Services (ITS)-Infrastructure & Platform Services group and their interface with other campus systems and services, the IT Infrastructure & Capital Projects Lead provides leadership and project management for the technical aspects of Cal Poly’s IT infrastructure capital construction projects. This position plays a key role in the successful planning, tracking, and implementation of the technical aspects of these projects. They are primarily responsible for meeting with both internal and external teams, advising on technical impact, communicating to customers about technical projects, and communicating with ITS about overall project information.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions	Daily	90%
1. Manages overall performance of information technology projects; ensuring milestones and deliverables are met through scoping, managing dependencies, critical path, resources, risks, and decisions.		
2. Provides, develops and executes technical project plans using best practice project management methodologies to meet or exceed objectives.		
3. Prepares, coordinates and leads Waterfall and Agile project meetings and activities such as: project charters, timelines, work breakdown, sprint planning, workshops, daily standups, and post project lesson learned meetings.		
4. Provides comprehensive consultative support and monitors project budgets, funding and billing.		
5. Collaborates with ITS and Campus partners to develop infrastructure roadmaps and related technology lifecycles.		
6. Develops and monitors project status and works with various campus customers to ensure strategy, communications, and timeline accountability for ITS-partnered construction projects, representing ITS as needed.		
7. Monitors and evaluates technical projects to identify and mitigate risks. Assesses and identifies needs for additional project resourcing (e.g., consultants and staff).		
8. Understands and communicates impact of construction decisions to campus constituents, ITS leadership, and impacted ITS teams.		
9. Determines frequency, audience, and content of project status reports.		
10. Prepares and develops appropriate testing and acceptance criteria and disseminates them to involved parties throughout project lifecycle.		

11. Maintains records, and understands the technology problems and challenges that stakeholders face, identifies opportunities for ITS to better meet those needs, and develops and executes plans to address them.
12. Creates Statements of Work (SoW) to identify and define project specific activities for managing technical vendors and monitors consultants / contractors to ensure contractual agreements are met once the contract is awarded.
13. Creates and monitors project specific KPIs that lead towards the quality and on-time delivery of projects.
14. Uses existing ITS project management best practices, standards, templates, tools, and processes.
15. Prepares, conducts, and leads the execution of formal and informal documentation, presentations, and training to a variety of end users.
16. Prepares and delivers timely and pertinent updates to project sponsors and leaders, including issue escalation, unexpected resource requirements, and recommended remediation.
17. Assesses and tracks work in ticketing systems and project management tools.
18. Successfully transitions project to maintenance mode for ongoing operations, maintains records, and develops reports for assigned projects.

Related Job Functions

As Needed

10%

1. Applies general knowledge of requirements for accessibility and other regulatory compliance where appropriate.
2. Identifies opportunities to enhance the customer experience, improve service offerings, and support continuous improvement.
3. Performs other job-related duties and special projects as assigned.
4. Attends training and maintain skill currency as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

Education and Experience:

- Bachelor's degree and two years of relevant experience.
- Additional qualifying experience may be substituted for up to two years of required education on a year-for-year basis.

Licenses, Certificates, Credentials:

- N/A

Required Skills, Knowledge, and Abilities

1. Demonstrated knowledge of the principles and practices for managing, developing, and administering large, complex technology projects.
2. Demonstrated skill in effective leadership and project management, specializing in infrastructure and building technology, with a proven ability to organize and lead teams, including internal design and operations staff, external partners, and technical consultants.
3. Demonstrated experience with infrastructure and/or building related technologies.
4. Ability to lead project staff, budgets, work, risk plans, and schedules to meet commitment strategies, leader engagement, and to manage resistance.
5. Demonstrated skill with tools for project management, issue tracking, and collaboration.
6. Demonstrated experience with vendor management, negotiations, and escalations.
7. Demonstrated skill influencing teams to achieve effective outcomes and in fostering positive relationships between team members.

8. Demonstrated skill translating technological solutions into terms understandable by a variety of users; demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
9. Demonstrated ability to categorize problems against established patterns and independently apply appropriate methodologies to reach successful solutions.
10. Strong interpersonal skills and ability to create partnerships and working collaboratively with others to meet shared objectives.
11. Ability to apply campus information security policy and standards to develop specific security requirements. Ability to apply security models and frameworks to ensure appropriate security is maintained.
12. Excellent communication skills with demonstrated experience using them to collaborate with management and colleagues; to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.
13. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
14. Strong organizational skills with demonstrated experience successfully and independently identifying and prioritizing work and managing several projects.
15. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, and productive atmosphere within and outside of the University.
16. Ability to establish and maintain effective and working relationships within a diverse population and with those from various cultural backgrounds; ability to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
17. General knowledge of requirements for accessibility and other regulatory compliance.
18. Working knowledge of or ability to quickly learn University infrastructure, software applications, database systems, policies, and procedures.

Preferred Skills and Experience

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Knowledge and practice of the principles of ITIL, Lean, Agile and/or DevOps.
- Active Project Management Professional (PMP) certification.
- ITIL, Lean Six Sigma or other relevant certifications.
- Experience managing projects in multiple project methodologies including Waterfall, Agile, and Lean Six Sigma.
- Registered Communications Distribution Designer.
- BICSI certification.
- Division 27 & 28 standards and specifications.
- Demonstrated skill in business process design, business transformation, and technical impacts of business changes.
- Demonstrated experience with standardized construction change orders, RFIs, and submittals.

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.

- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: ITC Career
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 0420/2
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R09
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: N/A
<input type="checkbox"/> COI Position		Classifier Initials: LD
Recruitment Number: _____		Date: 4/18/24