



## Job Description

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| <b>Working Title:</b> IT Project Manager, Senior   | <b>Job Code:</b> S10067  | <b>Reports To:</b> Senior Manager, Programs and Projects |
| <b>Job Code Descr:</b> Project Manager Senior - IT | <b>Position Number/s:</b> SRV000000441, SRV000001079, SRV000000542, SRV000000497 |  |
| <b>Division/s:</b> Support-IT                      | <b>Department Name/s:</b> Business Integration Unit                              | <b>Law Enforcement:</b> No                               |
| <b>Pay Schedule/Grade:</b> AREG 28                 | <b>FLSA Status:</b> Exempt   | <b>EEO Class:</b> Professionals                          |
| <b>Prepared By:</b> M Mitrea / C Pittman           | <b>Approved By:</b> J Brown  | <b>Last Update:</b> 9/10/24                              |

### Position Summary:

The IT Project Manager, Senior coordinates and completes medium- to large-sized projects with varying complexity that span across one or more business units including the planning, design, and implementation. This role works closely with key stakeholders (the business/the client) to ensure projects result in the required quality deliverables, within the specified constraints of time and cost, and that achieve the benefits defined in the business case. Additionally, this role has overall responsibility for managing scope, cost, schedule, internal staffing and outside vendors, and contractual deliverables, and manages all aspects of the project to include organizing resources, creating schedules, setting deadlines, assigning responsibilities, monitoring progress and oversees spending/ financials, and adhering to SDLC control guidelines throughout the full systems development lifecycle. This position resolves issues, mitigates risks, and processes project change requests all toward ensuring project completion on-time and within budget, and builds and maintains effective working relationships with team members, vendors, and other departments involved in the projects. Also, this role prepares project status reports to include reports for upper management.

### Supervision:

This position does not have direct reports.

| <b>Essential Functions:</b>   | <b>% of Time</b> | <b>Essential/ Non-essential</b> |
|---|------------------|---------------------------------|
| <u>Stakeholder Management</u> <ul style="list-style-type: none"> <li>Establishes effective working relationships with client team</li> <li>Manages client expectations against commitments and agreed project scope and budgets</li> <li>Coordinates and owns governance meetings with clients, typically a weekly project meeting and monthly steering committee for key stakeholders</li> </ul>         | 10%              | E 1, 2, 3, 5                    |
| <u>Project Documentation</u><br>Develops and maintains project plans, requirements, metrics, business and functional process documentation, actions and minutes both internal and external, risks and issues logs, regularly updates task status on project tools, and reports any escalations to the CIO   | 20%              | E 1, 2, 3, 5                    |
| <u>Project Management</u> <ul style="list-style-type: none"> <li>Facilitates the definition of project missions, goals, tasks, and resource requirements</li> <li>Implements the Project Management Life Cycle to effectively manage project activities, schedules, and resources.</li> <li>Guides project teams in adhering to best practices and Software Development Life Cycle guidelines.</li> </ul> | 45%              | E 1, 2, 3, 4, 5                 |



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| <ul style="list-style-type: none"> <li>● Performs requirements data gathering</li> <li>● Plans and facilitates meetings for diverse stakeholders, including senior management, business experts, and technical staff; and coordinates work teams to ensure project milestones are met</li> <li>● Facilitates required data gathering sessions with work teams and client</li> <li>● Gathers and analyzes data received to determine suitable solution and or gaps in delivery</li> <li>● Assists in specification writing, designing and implementing project management templates, forms, processes and tools to be used within the organization</li> <li>● Reviews and signs off sessions for client approval</li> <li>● Submits, triages, identifies, and tracks all project development, and validates deliverables and critical dependencies against requirements</li> <li>● Coordinates with IT team to facilitate implementation and coordinates upgrades</li> <li>● Coordinates QA within project team as needed</li> <li>● Coordinates and tracks project helpdesk tickets</li> <li>● Maintains change management process</li> <li>● Provides testing (i.e., test plans/scripts, User Acceptance &amp; Unit/System Testing), go-live and post-implementation support, and user training as required</li> <li>● Monitors and audits project milestones, assesses variances and quality objectives from the project plan</li> <li>● Coordinates communications between business experts, developers, testers, and other stakeholders to resolve issues and document solutions.</li> <li>● Manage project risks, issues, and change requests to support project success</li> <li>● Resolves or assists in the resolution of conflicts within and between projects or functional areas</li> <li>● Conducts analysis and produces various reports as needed for the project</li> <li>● Communicates all billing milestones to the budget/finance department and CIO</li> </ul> |     |        |
| <p><u>Agency/Department Compliance &amp; Continuous Improvement</u></p> <ul style="list-style-type: none"> <li>● Remains current on all laws, regulations, policies, and best practices related to taxation through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities.</li> <li>● Actively contributes to team and individual effectiveness through the following: - <ul style="list-style-type: none"> <li>○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated</li> <li>○ Completes all required training in a timely manner.</li> <li>○ Participates in assigned work teams as appropriate.</li> <li>○ May complete periodic metrics, projects, huddle boards and reports as requested.</li> <li>○ Prepares for and actively participates in 1:1 coaching with supervisor</li> </ul> </li> <li>● Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned.</li> </ul>  | 20% | E 3, 5 |



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| Other duties as assigned | 5% | NE |
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### Requirements

#### *Education & Experience*

- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a relevant degree from an accredited college or university such as Bachelor’s Degree (e.g., B.A.), training, coursework, and work experience relevant to the assignment.
- Minimum of five years of previous IT project management experience
- Minimum of three years of experience working on large-scale technology projects

#### *Licenses & Certifications*

None

#### *Knowledge/Understanding*

- Working knowledge of Project management Institute (PMI) Project Lifecycle methodologies including Waterfall, Hybrid, and Agile
- Theoretical and practical aspects of project management
- Organizations’ methodologies and tools
- Organization’s policies and procedures
- Interrelationships among various internal and external organizational functions
- Project Management Body of Knowledge (PMBOK)

#### *Skills*

- Strong verbal, written, and listening communication skills to include communicating clearly, effectively, tactfully, and patiently to a diverse population toward building strong relationships inside and outside the organization
- Strong technical writing skills
- Excellent interpersonal skills and positive demeanor with the ability to build rapport and garner trust with others
- Strong public speaking and presentation skills
- Strong organization and time management skills with the ability to manage multiple projects simultaneously and work in high-pressure situations
- Proficient in Project Management Standards (i.e., Project Management Institute (PMI)) common in project management methodology
- Proficient in the use of a PC in a Windows environment; in the use of the Internet; in the use of MS Office Applications such as Outlook, Word and Excel, PowerPoint; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive.
- Expert level proficient in the use of project management applications (i.e. MS Project, MS Azure DevOps or similar)

#### *Abilities*

- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to effectively interact and work with internal and external organizations (i.e. vendors/partners, Federal/State/Local government agencies)
- Ability to manage projects using repeatable standards and practices as well as defining new approaches as appropriate
- Ability to work independently, collaboratively as part of a team, and to lead others without positional authority



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- Ability to understand and solve problems by applying intermediate analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into fundamental issues/artifacts; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; and, identifying the options and solutions for addressing the problems analyzed.
- Ability to create and interpret business processes and business data modeling for program adoption, business process automation, system-to-system integration, and data conversions
- Ability to solicit, receive and synthesize feedback and adjust plans accordingly
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another

### *Additional Job Demands*

- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- No substantial exposure to adverse environmental conditions (such as in typical office or administrative work.)

### **Selective Preferences**

- Bachelor's Degree in Information Technology, Computer Science, or a related field
- Arizona State Project Management Certification
- Project Management Professional (PMP) - RED