

Civil Division: Madison-Oneida BOCES
Jurisdictional Class: Competitive
EEO Category: Professional
Revised: 01/18/11

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, requiring travel across a five county radius. 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 the general supervision of the Director. Supervision may be exercised over Telecommunications Specialists, Network Administrators, Computer Specialist, Computer Technical Assistants, and Computer Services Technicians. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES:

Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PC's, operating systems, and associated hardware/software;
Conduct research and remain current with latest technologies;
Develop best practices and tools for project execution and management;
Work closely with Assistant Director/Director to determine the objectives of the organization;
Coach, mentor, and supervise team members to influence them to take positive action and accountability for their assigned work;
Set and continually manage project expectations;
Delegate projects and responsibilities to appropriate staff;
Assist staff with projects and activities at an operational level;
Meet with administration to discuss strategic tactical concerns;
Travel across five counties to meet with Administration Teams in regard to their software applications;
Provide assistant and solutions in response to customer needs.

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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.

MINIMUM QUALIFICATIONS:

- (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 field **AND** four (4) years of experience in information technology project management which must have included systems design and development along with four (4) years of supervisory and/or project management experience.
- (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 field **AND** six (6) years of experience in information technology project management which must have included systems design and development, along with four (4) years of supervisory and/or project management experience.

SPECIAL REQUIREMENTS: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

Adopted: 12/06/00
Revised: 01/18/11