



STATE OF OREGON  
POSITION DESCRIPTION

Position Revised Date:

Agency: Department of Revenue

Division: Information Technology Division

☐ New ☒ Revised

This position is:

- ☒ Classified  
☐ Unclassified  
☐ Executive Service  
☐ Mgmt Svc – Supervisory  
☐ Mgmt Svc – Managerial  
☐ Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title:	Information System Specialist 7	b. Classification No:	C1486
c. Effective Date:	8-2-2021	d. Position No:	6528
e. Working Title:	IT Project Manager	f. Work Unit:	IT Division/PMO
g. Agency Number:	15000	h. Agency Name:	Department of Revenue
i. Employee Name:	Lawrence Cheever	j. Budget Auth No:	000803490
k. Work Location (City – County):	Salem / Marion		
l. Supervisor Name (Optional):	Ruth Lang		
m. Position:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share		
n. FLSA:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	If Exempt:	<input type="checkbox"/> Executive <input checked="" type="checkbox"/> Professional <input type="checkbox"/> Administrative
		o. Eligible for Overtime:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

SECTION 2. PROGRAM AND POSITION INFORMATION

*The program in which this job exists, including program purpose, who's affected, scope and the relationship to our agency mission.*

**THE AGENCY**

Information Technology Services builds, supports, and maintains computer systems that provide the necessary information to manage and control the business functions of the department. The results of the work contribute to making the tax systems work effectively to fund services for Oregonians. The Department of Revenue employs over 1,000 staff, including 250 staff in the Information Technology Division. Collects over \$11 billion annually and distributes the money to the general fund and several government agencies.

**THE SECTION**

The Information Technology Division's mission is to provide practical solutions and reliable support enabling our business partners to excel in meeting their objectives. IT Services provides technology-based business solutions and technical support for our tax programs and employees. Responsibilities include information security, network, and desktop support; applications development that operates either on the agency's central or distributed windows-based systems; and monitoring and researching technology. The integrated tax accounting system, our core business system, is the repository of taxpayer account information for the State of Oregon.

**THE POSITION**

The IT Project manager, using independent judgment, ensures effective information technologies solutions are implemented and supported. The Project manager provides professional project management expertise to business areas and units within the Department of Revenue. They will rely on resources and subject matter experts but will also have a focus on understanding business processes. The position will facilitate project teams and build consensus on project

direction among stakeholders. This position will have extensive customer interaction and must understand business processes and communicate effectively. This position is responsible for the overall project management, implementation, execution, control, and completion of specific IT projects ensuring consistency with Department of Revenue strategy, commitments, and goals.

Duties of this position include project management, project coordination, project planning, consulting services, analysis, quality assurance, systems design, and programming support for mission critical technology projects. Plans, directs, organizes, budgets, monitors, controls, evaluates, and manages projects for customers and may have several projects assigned to them at a given time.

### SECTION 3. DESCRIPTION OF DUTIES

**List major duties. Note percentage of time duties are performed. If this is an existing position, mark "N" for new duties or "R" for revised duties. Essential duties are indicated with an "asterisk."**

% of Time	N/R	DUTIES
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#### 70% **Project Management**

- \* Manages small to large sized IT projects from design and development to implementation and may be assigned several projects to manage at any given time.
- \* Responsible for scope and resource planning and utilization; activity definition, sequencing, and duration estimating; developing and managing project budgets; team development; managing schedules and timelines; reporting progress; reporting status of deliverables and milestones; coordination and oversight of all project resources, including IT technical staff, agency customers and contract personnel;
- \* Coordinates with other ITS project managers and coordinators to ensure that project resources are effectively and efficiently used; and, full responsibility for business requirements, scope management, budget, change control, issues logs, testing, risk identification and management, quality assurance, and verification and validation of new systems.
- \* Reviews of deliverables prepared by the team before passing to customer for acceptance.
- \* Applies project management methodology and enforces project standards.
- \* Tracks and reports team hours and expenses on a weekly basis.
- \* Records project progress and communicates with stakeholders regarding project activities. Continuously involves business and stakeholders throughout the life of the project.
- \* Understands interrelated enterprise business processes and can ensure solutions are recommended that are integrated with the overall enterprise systems wherever possible.
- \* Ensures projects are approved; project documentation is completed along with regular Progress Reports on projects based on the Project Management Standards.

#### 15% **Business Analysis**

- \* Meets with business customers to determine project needs that address business requirements; determines scope of projects; estimates project costs and establishes deadlines; communicates with the customers in nontechnical language; plans customers information systems requirements and user support functions such as acquisitions, training, publications, and coordinating service delivery; prepares written documentation and makes oral presentations to management on ways to improve information systems.
- \* Define the business problem and primary objects of new projects. Identify and validate the key business requirements.

- \* Evaluate potential software solutions, including off-the-shelf and open source components, and the systems architecture to ensure that they meet the business requirements.

## **5% Application Management**

- \* Conceptually understands business applications and understands applications which are being implemented as a project in greater detail.
- \* Responsible for ensuring the correct IS resources are involved in the project as well as transitioning the routine administration of the application to operations at the end of the project.
- \* Ensures that all attributes of the application within the application portfolio and overview to include, at a minimum, backup requirements, contingency requirements, security requirements, desktop installation requirements, interface requirements, etc.
- \* Works with project team members and the business customers to establish Service Level Agreements prior to deploying applications.

## **5% Professional Duties**

- \* Maintains knowledge of current and emerging technologies and innovations through training, professional journals and publications, contact with other IT and project management professionals, and self-initiated study.
- \* Interfaces with other state agencies and external organizations in order to, share information, and enhance organizations image.
- \* Develops and maintains effective working relationships with other departments, divisions, and personnel with whom work must be coordinated or interfaced.
- \* Reports technology advancement and trends to section manager and staff and recommends ways to utilize appropriate technologies to maximize future organizational benefits.

## **5% Other Duties as Assigned**

**100%**

### **SECTION 4. WORKING CONDITIONS**

***Special working conditions, if any that are a regular part of this job. Include frequency of exposure to these conditions.***

Normal office environment which may be fast paced at times with an emphasis on meeting timelines and working with customers who have competing interests. May require work outside of normal business hours or extended work hours in order to test and implement new programs and systems. Travel may be required for training and meetings.

## SECTION 5. GUIDELINES

***Established guidelines used to do this job, such as state or federal laws or regulations, policies, manuals or desk procedures.***

- State and federal tax laws.
- Department of Revenue policies, procedures, standards and methodologies.
- Department of Administrative Services EDP standards and methodologies.
- Project Management Institute's Guide to the Project Management Body of Knowledge (PMBOK).
- Department of Revenue secrecy disclosure guidelines.
- Union contract.
- Executive Department Data Processing Policy and Procedures.
- General Services Policy and Procedures; Department's Administrative Rules.
- Section's Data Processing Standards
- Department's Project Development Manual.
- General knowledge of IT industry "best practices", Project Management Lifecycle and ITIL framework.

### ***How are these guidelines used to perform the job?***

The standards and methodologies provide working rules for project development and implementation. The PMBOK provides project management guidelines and methodologies enforced by the project office.

The State of Oregon's data processing policies/procedures form both the Executive Department and General Services are used for obtaining new hardware/software and contracting outside vendor service.

The agency's administrative rules and the union contract are used in supervising the section. The section's internal data processing standards provide guidelines for programming/analysis, documentation, production control, quality assurance, and computer operations.

State and federal regulations coupled with agency policy dictate the scope and complexity of computer applications and the section's involvement. Industry "best practices", Project Management Lifecycle and ITIL framework is a constantly evolving body of knowledge that influences the nature, scope and timing of IT activities.

## SECTION 6. WORK CONTACTS

<u>Who Contacted</u>	<u>How</u>	<u>Purpose</u>	<u>How Often?</u>
Section managers, liaisons	In person, phone, writing	Information/requirements gathering;	Frequent
System users	In person, phone, writing	Problem resolution; analysis; design.	Frequent
Contract personnel	In person, phone, writing	QA review; monitor work/contracts	Frequent
Division directors	In person, phone, writing	Review service delivery/performance	Frequent
State agency personnel	In person, phone, writing	Information exchange	Frequent
Vendors	In person, phone, writing	Problem resolution; info gathering;	Frequent
Statewide technical planning groups	In person, phone, writing	Planning	Frequent
Project Managers	In person, phone, writing	Plan and coordination	Daily

## SECTION 7. POSITION AND RELATED DECISION MAKING

***Describe the kinds of decisions likely to be made by this position. Indicate effect of these decisions where possible.***

This position exercises some discretion and independent judgment in making decisions and resolving technical problems. Independent action is normally required although Deputy CIO or IT management is consulted before final action is taken.

***Indicate effect of the decision where possible.***

This position will make decisions regarding project scope, project feasibility, project timelines, project staffing, outsourcing, software development, design and technical service delivery, and system architecture. These items have impact on the business unit(s) and their production systems which affect the ability of business unit employees to maintain acceptable levels of service to their customers.

## SECTION 8. REVIEW OF WORK

The work of this position is reviewed by the Deputy CIO who performs annual performance evaluations through a standard performance evaluation document along with quarterly meetings. Evaluations are designed to assess the prior year's (12 months) performance, set goals for the coming year and provide the employee with an opportunity to provide comments, feedback and participate in the goal-setting strategy for the employee's position. Reports and written communications are informally reviewed as needed. Information conversations covering day-to-day operations are carried on regularly with manager as necessary to obtain clarification of expected results.

The Deputy CIO periodically checks with business units to which this position is assigned to assess the quality of service delivered.

## SECTION 9. OVERSIGHT FUNCTIONS

**THIS SECTION IS FOR SUPERVISORY POSITION ONLY**

- |   |   |
|---|---|
| a. How many employees are directly supervised by this position?     | _____ N/A   |
| How many employees are supervised through a subordinate supervisor? | _____   |
| b. Which of the following activities does this position do?         |   |
| <input type="checkbox"/> Plan work                                  | <input type="checkbox"/> Coordinates schedules                    |
| <input type="checkbox"/> Assigns work                               | <input type="checkbox"/> Hires and discharges                     |
| <input type="checkbox"/> Approves work                              | <input type="checkbox"/> Recommends hiring                        |
| <input type="checkbox"/> Responds to grievances                     | <input type="checkbox"/> Gives input for performance evaluations  |
| <input type="checkbox"/> Disciplines and rewards                    | <input type="checkbox"/> Prepares & signs performance evaluations |

## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

***Any other comments that would add to an understanding of this position:***

None

***SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:***

Employee must comply with laws and agency policies on Oregon's tax filing requirements and laws prohibiting disclosure or misuse of confidential information.

***BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate in what area, how much (biennially) and type of funds:***

None

## SECTION 11. ORGANIZATIONAL CHART

DCIO Ruth Lang

PMO

Lawrence Cheever

## SECTION 12. SIGNATURES

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.