



State of Oregon Position Description

Company: Department of Administrative Services
Organization: EIS Project Management Office - DAS
Service Type:

SECTION 1. POSITION INFORMATION

| | | | |
|---------------------------|---|------------------------|--------------|
| Job Profile Title: | Information Systems Specialist 8 | Job Profile ID: | 1488 |
| Business Title: | Project Manager (Information Systems Specialist 8) (Unfilled) | Position ID: | 000000041953 |
| Employee Name: | | Company ID: | 10700 |
| Representation: | OAS | Budget Auth No: | 979410 |
| Location: | Salem DAS Print Plant | | |
| Supervisor: | Jack McDowell (Operations & Policy Analyst 4) | | |
| Position: | | | |
| Time Type: | Full Time | | |
| FLSA: | Exempt | | |
| Exempt Reason: | Administrative Exemption | | |
| Overtime Eligible: | No | | |
| Employee Type: | Permanent | | |

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

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Department of Administrative Services

The Department of Administrative Services ("DAS") is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

The Agency: Enterprise Information Services

Enterprise Information Services (EIS) is a state government-wide information technology (IT) program led by an administrator who also serves as Oregon's Chief Information Officer (CIO). The CIO is a statutory position appointed by the Governor.

The EIS team is built on collaboration and support. We work together to ensure our customer agencies receive the highest quality of service. We take pride in our work and look for ways to innovate. EIS is committed to hiring highly-skilled, diverse and dedicated employees who will bring a unique skill set to the team.

Project Management Office

The Project Management Office (PMO) primary function is to implement large, complex statewide information technology projects. We utilize expert knowledge of technology and the project management methodology to ensure the successful completion of projects on time and on budget. PMO staff facilitates budgeting, strategic planning, financial management, legislation coordination and project management. This group is primarily customer and business facing.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Lead & implement Enterprise complex statewide projects utilizing expert knowledge of project management methodology to ensure the successful completion of projects on time and on budget. This position is located in EIS Shared Services Project Management Office. PMO staff facilitates project management which includes budgeting, strategic planning, financial management, schedule & resource management and legislation coordination. This group is primarily customer and business facing, partnering with a diverse group of stakeholders.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

25%-NC-E

Customer Assistance:

Communications 10%; Software 5%, Hardware 5%, Data 5%.

- a. Provides project management leadership for large complex IT projects with frequent statewide impact in the business areas assigned.
- b. Develops project plans and schedules using PMBOK (Project Management Book of Knowledge) standards and ITIL (Information Technology Infrastructure Library) best practices.
- c. Communicates formally and informally with customers impacted to ensure awareness of project goals and objectives, timelines and potential impacts to business operations or processes.
- d. Direct planning activities with project sponsor and project stakeholders to ensure proper resourcing and prioritization is given to the project.
- e. Communicates proactively with the project sponsor and stakeholders to identify and resolve resource issues, ensures escalation of identified issues and works with senior and executive management statewide to achieve resolution.
- f. Proactively manage customer relationships and expectations across multiple agencies through frequent communication. Listens to agencies concerns and requirements, communicates them to project sponsors and adapts project plans appropriately.
- g. Work with stakeholders, State Procurement and the Dept. of Justice to develop Request for Proposals, Requests for Information, Statements of Work, and resulting in contract execution.
- h. Develop and manage project change management process ensuring successful implementation of project goals and objectives.
- i. Create work breakdown structures, using System Development Life Cycle (SDLC) or other technology development methodologies including ITIL, which outline the individual project plans; assign duties, responsibilities and scope of authority to project team members.

- j. Develop and implement statewide project Communication Plans to update and engage project sponsors, stakeholders and other interested parties.
- k. Develop and maintain project risk management plans and mitigation strategies throughout the lifecycle of the IT project.

10%-NC-E

Operations: Software 5% Hardware 5%

- a. Lead and direct the activities of project teams to make certain projects progress is on schedule and within prescribed budget.
- b. Monitor progress of work assignments; adjust and revise project schedules; coordinate project changes and update project schedules and budgets.
- c. Develop and maintain project implementation reporting with project activity, correspondence, agreements, Service Levels, Usage Reporting, forecasts, requests, monthly measurements and all other information pertinent to project implementation and completion.
- d. Advocate for the customer to track, follow-up on and resolve project technical issues.
- e. Ensure that the customer is well apprised of status, achievements, and issues.
- f. Lead the resolution of technical issues related to hardware and software implementation and performance.
- g. Lead teams to determine and address root cause of technical and project status.
- h. Track budget expenditures and analyze project budget reports to calculate project expenses; examine cost estimates and compare to original budget; discuss budget issues with project sponsor and stakeholders.
- i. Ensure proper adherence to statewide quality assurance guidelines and policies are maintained.
- j. Review and recommend approval of contractor deliverables ensuring adherence to the SOW.
- k. Evaluate project performance and deliverables to ensure project results meet stakeholders' expectations for the intended project goals and objectives.

30%-NC-E

Construction – Project Management, People Management:

Communications 5%; Software 10%, Hardware 10%, Data 5%.

- a. Provide expert project management leadership for large and/or unusual IT projects. These assignments are complex, enterprise wide information technology projects that support the EIS strategic plans. These projects are often large and complex in scope and involve multiple state agencies. These projects can also involve the management of large contracts (multi- million dollar) utilizing external IT service providers.
- b. Define, manage and control all identified IT project management tasks. Project management duties include: scope and resource planning; activity definition, sequencing, and duration estimating; developing and managing project budgets and schedules; reporting progress; reporting status of deliverables; coordination and oversight of all project resources including IT technical staff, customers and contracted resources; project communications; coordination with the project sponsor; other project managers; ensure that project resources are effectively and efficiently used; and, full responsibility for the identification and implementation of customer requirements, scope management, change control, issues logs, risk management, and quality assurance of IT projects.
- c. Direct project teams that: Create, design procure, and implement new IT hardware and software technologies; conduct research and make recommendations related to IT services which significantly extend the efficiency and effectiveness of computing resources; design or evaluate computer hardware, software and IT systems and make recommendations to satisfy customer expectations; design and evaluate advanced systems; conduct comprehensive analysis of advanced technology concepts and hardware configurations. Direct architects, engineers and senior analysts in the implementation of complex IT system solutions. Develop implementation plans that can involve multi-agency collaboration, across multiple jurisdictions, and multiple vendors.
- d. Reports technology advancement and trends to project sponsors and stakeholders recommending ways to utilize appropriate

technologies to maximize future organizational benefits.

- e. Apply team management skills and constructively manage conflicts identified in the projects.
- f. Accurately identify project resource issues and takes corrective action. Provide mentoring and project management leadership to project staff and resources.
- g. Provide constructive, timely review of project team member performance. Exhibit positive approach toward customers, peers, staff and management
- h. Ensure final product and deliverables meet defined system requirements and adheres to technical standards.

30%-NC-E

Planning - Strategic:

Communications 5%; Software 10%, Hardware 5%, Data 10%.

- a. Plan, coordinates and facilitates enterprise-wide strategic IT project planning activities, assembly and publication of the program, services level agreements, and other strategic planning documents.
- b. Ensures the EIS strategic plan and supporting documents sustain the long term objectives of:
 - a. Operating as a Service Utility;
 - b. Implementing a Service Oriented Infrastructure;
 - c. Achieving a Common Operating Environment; and providing Enterprise Management.
- c. Develop, implement, maintain, and communicate a balance scorecard that reinforces the EIS Strategic Plan that incorporates:
 - a. Financials - providing the lowest cost, highest value where the benefits exceed the costs;
 - b. Internal Business Controls - Implements standards, processes, architecture, and technology;
 - c. Teamwork & Growth - Promotes effective teamwork and supports professional development;
 - d. Project Portfolio - Collect and communicate the status of the tactical portfolio of EIS priority projects.
- e. Utilizing IT Service Management and ITIL process ensure the results of the strategic plan can be tactically managed and tracked to achieve the following benefits: Cost savings through economies of scale and standardization; Consistent, reliable service and interfaces; Easier to pull together government wide data; Common levels of service and commensurate to program needs
- e. Determine the proper purchasing vehicle and plan for large IT project deliverables including hardware, software and services.
- f. Create and manage to resource management plans for large multiagency IT projects.
- g. Develop changes plans that support IT project planning and change control.
- h. Recognize areas for internal improvement and develop plans for implementation.
- i. Lend expertise to internal teams and task forces.

Develop and maintain knowledge of current and new technologies through training, professional journals and publications, contact with other Technology and Project Management professionals, and self-initiated study.

5%-NC-NE

Other duties as assigned

100%

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- SDC Standards Manual
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Operating Framework

- Statewide Policies and Processes
- Project Management Book of Knowledge (PMBOK)
- EIS PMO process & policies
- Information Technology Infrastructure Library (ITIL)
- CoBIT
- ISO I2207 System and Software Engineering – Software Life Cycle Processes

How are these guidelines used?

They provide general guidance and policy directions and framework to the incumbent who must interpret and apply them as necessary for each application. Used to determine correct operational procedures necessary for efficient operation of statewide computer systems and work processes and procedures to ensure a consistent quality of services. Assures compliance with correct rules and procedures in performing daily work assignments.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

| Who | How | Purpose | How Often? |
|--|--|--|-------------------|
| Management | In Person, by mail, email or telephone | Change in strategic direction or recommendations | As Needed |
| State Agency and Internal Staff | In Person, by mail, email or telephone | Troubleshooting | Daily |
| State Agency External Management & Staff | In Person, by mail, email or telephone | Problem resolution | Daily |
| Vendors | In Person, by mail, email or telephone | Problem resolution | Daily |

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

This position is responsible for providing the highest levels of software expertise in IT Service Delivery, IT Project Management and IT Business Controls. It must always consider the broad ramifications of decisions made on behalf of the state. If incorrect decisions are made, the efficient and effective utilization of state resources are at risk.

SECTION 8. REVIEW OF WORK

| Job Profile | Position ID | How | How Often | Purpose of Review |
|--|--------------------|--|------------------|--|
| Information Technology Project and Portfolio Manager 3 | 2548814 | In Person, by mail, email or telephone | Quarterly | Performance Evaluation |
| Information Technology Project and Portfolio Manager 3 | 2548814 | In Person, by mail, email or telephone | Regularly | To ensure understanding of the sections objectives, requirements and to ensure program services. |

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Employee is required to possess and maintain a valid driver's license issued by the state where the employee resides or provide an acceptable alternate mode of transportation.
- Demonstrated extensive information technology project management skill.
- Skilled in ITIL and IT Service Management.
- Skilled in current technologies, system and process development methods, and the use of computing resources at all levels.
- Skill in establishing and maintaining effective working relationships with superiors, subordinates, peers and other agencies and the public.
- Strong technical analytical skills in a data-center environment.
- Skill in explaining complex technical issues to non-technical customers.
- Skill in project management.

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

| Operating Area | Biennial Amount | Fund Type |
|----------------|-----------------|-----------|
|----------------|-----------------|-----------|

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

| | |
|---------|------|
| Manager | Date |
|---------|------|

| | |
|----------------------|------|
| Appointing Authority | Date |
|----------------------|------|