



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:**

**Agency:** Department of Administrative Services

**Facility:**

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:	IT Project & Portfolio Manager 2			b. Classification	X7954	
c. Effective Date:	8/13/2023			d. Position No:	65915	
e. Working Title:	PMO Manager			f. Agency No:	10700	
g. Section Title:	Administrative Services Section			h. Budget Auth No:	971480	
i. Employee Name:				j. Repr. Code:	MMS	
k. Work Location (City – County):	Salem/Marion					
l. Supervisor Name: Jack McDowell						
m. Position:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Full-Time	<input type="checkbox"/> Seasonal <input type="checkbox"/> Part-Time	<input type="checkbox"/> Limited Duration <input type="checkbox"/> Intermittent	<input type="checkbox"/> Academic Year <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**

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

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.

**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:**

As the Manager of Enterprise Project Management Office (EPMO), you will provide overall supervision and direction of a team of IT project managers who is accountable for on time, on-budget delivery of IT Enterprise business critical projects as defined in the overall organizational strategic plan.

### **SECTION 3. DESCRIPTION OF DUTIES**

**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.**

% of Time	N/R/NC	E/NE	DUTIES
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
60%	N	E	<p>Supervises, leads and motivates a team of Project / Program Managers</p> <ul style="list-style-type: none"><li>• Interviewing, selecting and providing training &amp; feedback during the trial service period on all new staff.</li><li>• Solicit feedback and recommendations of staff's performance.</li><li>• Taking appropriate personnel/disciplinary actions as needed to ensure adequate and competent staffing to support EIS and the enterprise portfolio.</li><li>• Provide feedback and assist in resolution of complex problems.</li><li>• Devise/follow evaluation strategies to monitor performance and determine the need for improvements.</li><li>• Provide periodic review of staff performance using both formal and informal mechanisms; mentor staff in best practices and provide skill development opportunities.</li><li>• Evaluate the applications and EPMO department structures for continual improvement in efficiency and effectiveness of the group, as well as ensuring team members have access to professional and personal growth within the organization.</li><li>• Provide oversight and guidance to the EPMO team for the effective and timely execution of projects</li><li>• Schedule and balance team activities to meet deadlines for deliverables and meetings.</li></ul> <p>Project/Program Management &amp; Leadership</p> <ul style="list-style-type: none"><li>• Define, communicate, and execute the vision and strategies for effective project management across the organization</li><li>• Ensure and support Statewide project requirements (stage gate review &amp; endorsements)</li></ul>

			<ul style="list-style-type: none"> <li>• Develops and enhances enterprise-wide and internal project processes.</li> <li>• Provides leadership/feedback/review throughout the entire lifecycle of required projects.</li> <li>• Initiate and set goals for EIS PMO programs/project according to the strategic objectives of the organization</li> <li>• Discover ways to enhance efficiency and productivity of procedures and people</li> <li>• Apply change, risk and resource management principles when needed</li> <li>• Read reports prepared by managers, policy, quality &amp; process staff to determine progress and issue</li> <li>• . Determine appropriate revenue, ensure timely and accurate invoicing, and monitor receivables for projects; analyze and report on project costs</li> <li>• Keep Administrative Services Director informed of changes related to new and ongoing projects within the organization; resolve and/or escalate project issues in a timely fashion.</li> <li>• Deliver engaging, informative, and well-organized presentations</li> </ul>
15%	N	E	<p>Acquires resources and coordinates the efforts of team members and third party contractors and/or consultants to deliver enterprise-wide projects.</p> <ul style="list-style-type: none"> <li>• Oversight &amp; contract administrator of IQMS vendors contract &amp; deliverables</li> <li>• Oversight &amp; contract administrator of Business analyst technical writing contract &amp; deliverable</li> <li>• Manages &amp; administrator of various contracts within EIS PMO</li> </ul>
15%	N	E	<p>Leads &amp; facilitates governing bodies for the EIS project portfolio Provides thought leadership and project portfolio level reporting to the Executive Leadership team when asked or adhoc.</p> <ul style="list-style-type: none"> <li>• Portfolio Management Council (EIS front line leaders &amp; support)</li> <li>• Executive Governance Board (EIS Leadership Team)</li> </ul> <p>Manage and oversee department and enterprise project budgets; working with project sponsor/directors to ensure that we are using correctly, not over spending &amp; there is an understanding of responsibility.</p>

10%	N	E	Other duties as assigned
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## 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 options.

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

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

- Data Center Standards Manual
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies and Processes
- Operating Framework
- EIS Strategic Plan
- Project Management Book of Knowledge (PMBOK)
- Information Technology Infrastructure Library (ITIL)

**b. 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. Establishes quality control standards for processes and products.

## 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 Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Management	Phone/in person/email/fax, electronically	Change in strategic direction or recommendations	Monthly or as needed
State Agency and Internal Staff	Phone/in person/email/fax, electronically	Project Planning and execution	Daily/weekly/Monthly
Vendors	Phone/in person/email/fax, electronically	IT solution design and implementation	Daily/weekly/Monthly
State Agency External Management & Staff	Phone/in person/email/fax, electronically	Problem resolution	Daily/weekly/Monthly

## SECTION 7. POSITION RELATED DECISION MAKING

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

This position carries significant responsibility and authority. The ability to make informed, timely and effective decisions not only could affect the projects' ability to succeed or fail but it would affect the loss of significant funding and future ability to acquire funding for the organization, partners, and stakeholders. Good judgement & leadership are critical because mistakes, pauses or not following policy or law could lead to a loss or delay in critical service delivery that could include security, network or day to day operational support or activities. There is a significant amount of reputational risk If there is not a clear understanding of what the staff should be doing and how to follow the industry standards and best practices while working with in the guidelines of the State of Oregon.

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
IT Project & Portfolio Manager 3	10425	In person, virtually, phone, e-mail	Quarterly; Weekly or as needed.	Regular check ins; Review and progress of work
			Quarterly	Performance Evaluation

## SECTION 9. OVERSIGHT FUNCTIONS

### THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

a. How many employees are directly supervised by this position? \_\_\_\_\_ 8 \_\_\_\_\_

How many employees are supervised through a subordinate supervisor? \_\_\_\_\_ 0 \_\_\_\_\_

b. Which of the following activities does this position do?

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Plan work               | <input checked="" type="checkbox"/> Coordinates schedules                    |
| <input checked="" type="checkbox"/> Assigns work            | <input checked="" type="checkbox"/> Hires and discharges                     |
| <input checked="" type="checkbox"/> Approves work           | <input checked="" type="checkbox"/> Recommends hiring                        |
| <input checked="" type="checkbox"/> Responds to grievances  | <input checked="" type="checkbox"/> Gives input for performance evaluations  |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Prepares & signs performance evaluations |

## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: 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.

## COMMUNICATION SKILLS

Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience CUSTOMER

## FOCUS

Prioritizes customers (internal and external) and their needs primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes DAS EIS in community by leading by example & positive behaviors.

## INTERPERSONAL SKILLS

Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers

## FUNCTIONAL /TECHNICAL EXPERTISE

Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion

## LEARNING ON THE FLY

Learns quickly when facing new problems; Is a voracious learner; Analyzes both successes and failures for clues to improvement; Experiments and will try anything to find solutions; Seeks out the challenge of unfamiliar tasks; Quickly grasps the essence and the underlying structure of most anything

## PRESENTATION SKILLS

Is effective in a variety of formal presentation settings: one on-one, small and large groups, with peers, direct reports, and bosses; Is effective both inside and outside the organization, on both cool data and hot and controversial topics; Commands attention and can manage group process during the presentation; Can change tactics midstream when something isn't working

## PRIORITY SETTING

Spends time and the time of others on what's important; Quickly zeros in on the critical few and puts the trivial many aside; Can quickly sense what will help or hinder accomplishing a goal; Eliminates roadblocks; Creates focus

## BUSINESS & FINANCIAL ACUMEN

Knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organization; Knows the competition; Understands and communicates the goals, objectives, competencies, and metrics associated with business success; Understands and applies knowledge of key organizational business drivers; Keeps abreast of the overall performance of the organization and adjusts allocation of finances based on progress against goals; Sets priorities by aligning organizational finances with strategic goals; Fosters an environment that encourages fiscal responsibility

COM OSORE

Is cool under pressure; Does not become defensive or irritated when times are tough; Can be counted on to hold things together during tough times; Handles stress well; Is not knocked off balance by the unexpected; Doesn't show frustration when resisted or blocked; Is a settling influence in a crisis; Consistently behaves in a professional manner

## DEALING WITH AMBIGUITY

Effectively copes with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

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

## **SECTION 11. ORGANIZATIONAL CHART**

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

## **SECTION 12. SIGNATURES**

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Employee Signature

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Date

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Supervisor Signature

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Date

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Appointing Authority Signature

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Date