

**MICHIGAN CIVIL SERVICE COMMISSION**  
**JOB SPECIFICATION**

**INFORMATION TECHNOLOGY PROJECT MANAGER**

**JOB DESCRIPTION**

Employees in this job function as either (1) an Information Technology Project Manager or (2) as a Portfolio Management Governance, Risk & Compliance Manager within the DTMB Center for Shared Solutions Enterprise Project Management Office.

The employee works within general methods and procedures, and exercises considerable independent judgment to select proper courses of action. The work requires knowledge of the policies, methods, and procedures of the fields of information technology and project management. Activities include identifying, prioritizing, authorizing, managing, and controlling projects and programs to achieve specific strategic business objectives. The employee serves as a subject matter expert regarding use of the State of Michigan's Project Management Methodology (PMM). Positions in this job do not supervise but coordinate or oversee the activities of other employees.

As an Information Technology Project Manager, the employee will provide strategic planning for program management; align skills and resources; monitor, manage, and control agency projects within designated Project Management Offices; and provide for all requisite management to fulfill the program/project requirements including requisitions, and releases. The position manages the Information Technology projects, developing processes, project classification guidance, and requirements documents. Activities include monitoring and controlling SUITE system processes, managing scope, construction, testing, implementation, finances, schedules, changes, resources, reports, risks, and close.

As a Portfolio Management Governance, Risk & Compliance Manager the employee will develop, support and maintain the SUITE policies, methodologies and supporting tools to provide organization-wide direction in the areas of IT investment, project management and systems engineering. The position works with Project Teams to properly scope the project, program or portfolio to achieve business objectives and regulatory compliance. The employee provides independent and objective quality assurance for project funding, health, and performance throughout the project. This work includes incorporation of SUITE organizational change management involving assessment, communications, training, and sustainment.

There are three classification levels in this job.

**Position Code Title - Info Tech Project Manager-2**

**Information Technology Project Manager 13**

This is the first level. The employee serves as the information technology project manager of one or more small or medium or large projects.

**Position Code Title - Info Tech Project Manager-3**

**Information Technology Project Manager 14**

The employee serves as the information technology project manager for a group of multiple related small or medium or large projects or of one or more large, high risk, highly visible and highly complex project or as the portfolio manager for a single agency or multiple small or standard agencies with information technology investments that include a mix of small, medium, and large projects.

## **Position Code Title - Info Tech Project Manager-4**

### **Information Technology Project Manager 15**

The employee serves as the information technology project manager for multiple programs or one or more extremely complicated, high risk and very large projects or as the portfolio manager for multiple complex agencies with combined investments that include a mix of small, medium, and large projects. The employee prioritizes and oversees a complex and diverse portfolio to maximize the agencies' investments in information technology.

### **JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Manages and oversees large, long range, or multiple complex projects.

Develops project scope, cost estimates, human resource requirements, work plans, time schedules, communication plans, and makes work assignments to meet project or program objectives.

Establishes and monitors program priorities, objectives, and procedures, determining area objectives, targets of service, and resource needs allocation.

Provides leadership and direction to the functional team so that tasks and activities are coordinated for project scope control, quality control, communication management, change control management, risk management and issue management.

Functions as a Release Train Engineer in a Scaled Agile Framework environment or equivalent as based on Agile methodology, to direct and coordinate the day-to-day activities, tasks and deliverables required from the project team according to the project plan.

Functions as a Solutions Train Engineer in a Scaled Agile Framework environment or equivalent as based on Agile methodology, to direct and coordinate the day-to-day activities, tasks and deliverables required from the project team according to the project plan.

Escalates impediments, manages risk, helps ensure value delivery, and helps drive relentless improvement.

Develops, establishes, and oversees project prioritization processes that contribute to the DTMB Call for Projects by establishing and communicating the annual calendars for Iterations and Program Increments /Releases.

Develops and maintains records and composes correspondence relative to work.

Participates in analysis of IT solutions by tracking the execution of features and capabilities using metrics and escalating and tracking impediments.

Facilitates project meetings.

Coaches leaders, teams, and Scrum Masters in Agile practices and mindsets.

Serves as a Scrum Master in an Agile environment to direct and coordinate the day-to-day activities, tasks and deliverables required from the project team according to the project plan.

Facilitates scrum meetings and leads sprint, planning, demo, and retrospective meetings.

Promotes Scrum adoption. Coaches the Team in Scrum, self-organization, and cross-functionality.

Using ITIL v3 Framework, manages an Infrastructure Project as a service by directing and coordinating the day-to-day activities, tasks and deliverables required from the project team according to the project plan.

Performs transition service including transition planning and support, release/deployment management, service validation and testing, change management, service asset and configuration management, and knowledge management.

Operates service including event management, incident management, request fulfillment, access management, and problem management.

Develops, establishes, and oversees project prioritization process that contributes to the MDTMB Call for Projects.

Aligns portfolio with client and MDTMB strategic goals.

Develops and maintains records, prepares reports, and composes correspondence relative to the work. Serves as a liaison between the MDTMB and the customer/users concerning requests, standards, and other program and project matters.

Coordinates work activities by scheduling staff assignments, setting the work priorities, and directing the work of project resources, (including contractual) in the development of new information technology systems and enhancements to existing systems.

Utilizes established State standard system methods such as the State Unified Information Technology Environment (SUITE), Systems Engineering Methodology (SEM), Project Management Methodology (PMM) and the Agile Framework in the maintenance, development, enhancement, and deployment of information technology systems.

Directs or participates in the development of documents for service requests.

Establishes and directs the archiving activities of the portfolio and program.

Maintains awareness of emerging technologies and project management techniques.

Performs assessments and delivers reports of project and program work to ensure compliance with, ADA, Federal, Industry, Security, SUITE and other objectives.

Recommends and contributes to the development and maintenance of the SUITE methodologies. Includes participating in projects to draft, vet and publish the methodologies with supporting guidance.

## **JOB QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

**NOTE:** The knowledge, skills, and abilities listed are typical examples of the requirements to perform in the positions in this job classification. Not all knowledge, skills, and abilities are required for every position, nor is it expected that all positions will require every knowledge, skills, and ability.

Thorough knowledge of Project Management principles, concepts, and practices.

Thorough knowledge of system development lifecycle used for the development of new systems and enhancements to existing information systems.

Thorough knowledge of advanced concepts and basic operating principles of data communications and information systems hardware and software.

Thorough knowledge of Agile methodology, to direct and coordinate the day-to-day activities, tasks and deliverables required from the project team according to the project plan.

Thorough knowledge of current ITIL Framework and the ability to manage an Infrastructure Project as a service by directing and coordinating the day-to-day activities, tasks and deliverables required from the project team according to the project plan.

Knowledge of systems development lifecycle approaches as they apply to Project Management for the establishment, management and delivery of IT Products and Solutions.

Knowledge of assessments and compliance methodologies including federal, ADA, Security and SUITE compliance policies.

Ability to coach leaders, teams, and Scrum Masters in Agile practices and mindsets.

Ability to serve as a Scrum Master, facilitate scrum meetings, and lead sprint planning/demo/retrospective meetings effectively.

Ability to transition service including transition planning and support, release/deployment management, service validation and testing, change management, service asset and configuration management, and knowledge management.

Ability to operate service including event management, incident management, request fulfillment, access

Ability to work in a team environment involving matrix organizations.

Ability to resolve conflicting high-priority requirements.

Ability to communicate the needs of others effectively.

Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.

Ability to conduct training and informational sessions.

Ability to communicate effectively, build consensus, facilitate working sessions, and negotiate solutions and alternatives.

Ability to maintain favorable public relations and perform problem/issue resolution.

### **Working Conditions**

Standard office environment.

### **Physical Requirements**

*None*

### **Education**

Possession of a bachelor's degree with not less than 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, project management, or mathematics.

### **Experience**

Information Technology Project Manager 13 - 15

Three years of professional experience equivalent to an IT project coordinator.

### **Alternate Education and Experience**

Information Technology Project Manager 13 -15

Possession of a Project Management Professional, (PMP) certification may be substituted for the experience requirement.

Possession of a Certified Associate in Project Management (CAPM) and/or Agile Certified Practitioner (PMI-ACP) certification may be substituted for 1 year of the experience requirement.

Possession of SUITE Certification may be substituted for 2 Educational Credits.

**Special Requirements, Licenses, and Certifications**

Certain positions may be assigned subclass codes and individuals appointed must possess the required specialized experience.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

INFOPRM

**Job Code Description**

INFORMATION TECHNOLOGY PROJECT MANAGER

**Position Title**

Info Tech Project Manager-2

Info Tech Project Manager-3

Info Tech Project Manager-4

**Position Code**

INFTPMR2

INFTPMR3

INFTPMR4

**Pay Schedule**

NERE-238

NERE-265

NERE-266

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12/11/2022