Position Description

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<th><strong>Position Description</strong></th>
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<tr>
<td><strong>Requisition Number:</strong> 03021935</td>
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<td><strong>Position Number:</strong> 02022675</td>
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<td><strong>Dept:</strong> ENT APPS &amp; INFRASTRUCTURE SVCS - 061419</td>
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<td><strong>Position:</strong> LEAD PROJECT MANAGER</td>
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<tr>
<td><strong>Approved Payroll Title Code:</strong> 0522</td>
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<td><strong>Approved Payroll Title:</strong> TCHL PROJECT MGT PROFL 4</td>
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<tr>
<td><strong>Approved MSP Salary Grade:</strong></td>
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<td><strong>Approved PSS Salary Grade:</strong> MSP25</td>
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**POSITION DETAILS**

**Job Summary:** Under the general direction of the Project Management Office (PMO) Manager, responsible for providing oversight and project management as a Lead Project Manager. Duties include defining, maintaining, and utilizing standardized processes related to project management both within IET and on a recharge basis for the campus; manage multiple projects implemented within multiple programs to these standards and use key performance indicators to track progress and overall project success; act as a project manager and analyst by analyzing the suitability of proposed and in-progress projects, participating in recommendations for the organization and construction of project deliverables and services, and managing the change management and implementation of chosen solutions. Provide project and project manager oversight. Work cohesively with departmental level leadership to ensure success and responsible for monitoring the effectiveness, development, and execution of major projects. Interact directly with VCs, AVCs, VPs, Directors, Managers & other clients to address their needs effectively. This position has extensive influence on campus-wide technology efforts by virtue of contributions to the campus in the use of technology; participation in initiatives with significant technology policy implications; management of complex technical projects; participation with business units on product/solution surveys; and participation in RFP and RFQ processes related to campus computing.

**Campus Job Scope:** Information and Educational Technology (IET) often acts as a technology consultant and project manager to the campus and individual departments. The objective is to advise the campus as to the appropriate application of technology in solving business problems, and to manage critical campus projects which implement information technologies.

**Department Specific Job Scope:** The IET PMO has extensive influence on campus-wide technology efforts by virtue of contributions to the campus in the use of technology; participation in initiatives with significant technology policy implications; management of complex technical projects; participation with business units on product/solution surveys; and participation in RFP and RFQ processes related to campus computing.
**Positions Supervised:**
N/A

### Essential Responsibilities:

**50% PROJECT MANAGEMENT**
- Plan new projects, including conducting facilitated sessions to identify all project tasks, deliverables, & ongoing project services.
- Design, implement and update project management methods, tools, & techniques.
- Manage projects, some of which will be hardware and networking intensive, with an understanding of how the relationships and configurations between these artifacts affect IET's ability to deliver services.
- Guide, mentor and coach project resources to attain the highest quality project outcomes.
- Identify and document project roles/responsibilities for team members, and mobilize project teams.
- Develop budget, resource, implementation, quality assurance, and testing plans with project team that reflect methodologies appropriate to the technology & other factors.
- Identify issues which have campus impact or implications;
- Manage the team to project plan;
- Report to executive management in a manner that discusses progress against the plan, barriers, risks, contingencies, costs.

**30% ANALYTICAL STUDIES**
- Compile, analyze and make recommendations pertaining to the application of technology to business problems for IET departments and external departments.
- Develop, analyze and implement resource, staffing, capacity, and project plans.
- Validate & perform quality assurance of data collected by systems or staff.
- Evaluate appropriateness of technology solutions in the context of program priorities, budget constraints, and campus architecture.
- Interpret and clarify findings and conclusions to executive management.
- Create or revise analytical approaches to reflect current priorities and circumstances.
- Develop plans or proposals that include cost benefit analysis, policy, financial, operational, and organizational implications.
- Conduct group facilitation and individual interviews in order to identify functional requirements, and identify critical issues.
- Identify changes to existing business processes and personnel & develop appropriate change management plans;
- Identify issues which have campus impact or implications.

**20% PROJECT PORTFOLIO AND STAFF OVERSIGHT**
This position will lead IET PMO projects, and assigned PMO staff, associated with an assigned project portfolio, as directed by manager.

Provide executive level communication regarding project status, roadmaps, dependencies, risks & key performance indicators (KPIs), ensuring visibility/transparency through use of web based tools and dashboards.
Collaborate with technical teams to ensure project dependencies are understood.
Promote the practices of proactive risk management & communication through the project lifecycle. Identify & manage interdependencies across projects and ensure risks are managed with key stakeholders. Utilize best practices and clearly define roles/responsibilities. Provide guidance to team members to meet project needs. Collaborate broadly to improve project results through application of best practices in project management, business analysis, & quality assurance.

Assist manager in direct mentoring & oversight of staff assigned to portfolio.
Ensure assigned work is compliant with standards. Identify & implement goals and priorities. Assist manager in development of PDs & EPARs, training incumbents, & providing feedback. Provide guidance to employees in conduct of their jobs & development of skills; addressing complaints & resolving problems; assuring accountability for results.
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<th><strong>Physical Demands:</strong></th>
<th>Work at a computer and view display screens for extended periods of time.</th>
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<tr>
<td>Due to the mission-critical services provided by this department, this position may work hours other than M-F 8am-5pm, especially in response to system problems.</td>
<td>Work flexible or extended hours as workload demands.</td>
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<td>Must be routinely on-call as required.</td>
<td>Occasional travel required.</td>
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<td>Travel between campus and off-campus locations.</td>
<td>Work in a busy office environment with frequent interruptions.</td>
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<td>Vacation is restricted during peak work periods.</td>
<td>Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.</td>
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<td>UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.</td>
<td><strong>Background Check:</strong> Yes</td>
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<th><strong>QUALIFICATIONS</strong></th>
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<td><strong>Minimum Qualifications:</strong></td>
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<td>Project management experience. Experience and skill to lead a team through development and implementation of project planning documents appropriate to the situation; develop budget, resource, test, implementation, quality assurance, contingency, risk management plans; develop and apply project methodologies appropriate to the situation.</td>
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<td>Technical knowledge of architecture and tools for the following: software application development; web services; security services; workflow technology; data repository services; client-server technology; cloud-based technologies; desktop technology; file services; directory services; and business process analysis.</td>
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<td>Knowledge of project portfolio management standards, processes, tools and techniques.</td>
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<td>Experience in Agile/Scrum project methodologies and their application to a variety of project types.</td>
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Experience in adapting to shifting priorities, demands and timelines.

Analytical skills include learning unfamiliar process procedures, translating knowledge into new context; interpreting, comparing and contrasting facts; ordering, grouping, an inferring causes; predicting consequences; using methods, concepts, and theories in new situations; solving problems; classifying and organizing data; deconstructing components; generalizing from facts; combining and relating knowledge from several areas; drawing conclusions; comparing and discriminating between ideas; making choices based on reasoned argument; and verifying the value of evidence.

Written and oral communications skills to communicate to various levels of knowledge and management levels. Skills to tailor presentations to a wide variety of audiences, including executive management. Skills to present complex concepts and recommendations such that decisions can be made.

Excellent computer skills including Word, PowerPoint, Excel, MS Project, Google Apps, Box.com, and other project management tools.

Preferred Qualifications for Selection:

Bachelor's degree in science or technical discipline, with an emphasis in technology management or information management or an equivalent combination of education and experience. Extensive experience in managing information technology projects for which an application development methodology was enforced. Experience mentoring other project managers in executing a portfolio of projects across an organization. Experience defining and implementing project portfolio management standards, identification and assignment of portfolio components, and project prioritization. Experience designing, developing and implementing project management standards and project portfolio management processes. PMP Certification and CSM certification. Experience with Innotas, ServiceNow PPS, or other project portfolio management tools. Experience in building and managing customer/client relationships Understanding, knowledge, and ability to apply campus policy.

Expectations

Hands on, proactive, team leader. Read and model the UC Davis Principles of Community Ability to cultivate trust and build successful working relationships with stakeholders, subject matter experts, and other relevant staff and management. Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives. Communication Communication skills to effectively present information (oral, written, presentation, documentation). Use tact and diplomacy for interactions with others. Communication skills to understandably and effectively describe technical requirements to technical and non-technical audiences. Customer Service Convey a helpful and positive attitude in support of the department's client service environment. Support departmental goal of providing positive, innovative and effective customer service through performance of job functions. Motivation Highly motivated and results orientated. Maintain flexibility in a continuously changing and fast paced work environment. Multi-tasking/organization
Ability to work independently under general direction from management, to manage workload across multiple simultaneous projects, to maintain a high level of productivity, and to meet deadlines under time constraints and continuously shifting priorities.

Professional Development
Willingness to learn and apply new technology and willingness to develop skills to promote professional growth.

Safety
Accountability for the safekeeping of resources in the employee’s care and custody and for following and implementing the cyber-safety guidelines.

Teamwork
Work cooperatively and collaboratively with others in support of the mission of UCD.

Specific to this job:
Meet client and management expectations by being consistently punctual, reliable, and flexible.
Make complex decisions, understand implications, and anticipate consequences.
Excellent organizational and analytical skills to establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment.
Develop recommendations and alternative courses of action.
Ability to cultivate trust and build successful working relationships with service managers, project managers, and other relevant staff and management in response to constantly changing projects, priorities, resources and information.
This will often include diverse groups of people with internal and external affiliations with UC Davis.
Effectively work with a variety of service managers, project managers and project types to effectively manage project intake, scoping, reporting, tracking and closing.
At all times exercise discretion when working with clients.