### Position Description

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## POSITION DETAILS

**Job Summary:**

Under the general direction of the Project Management Office (PMO) Manager provide project coordination, portfolio coordination and portfolio management tool administration as a Project Portfolio Coordinator - IET Project Management Office.

The PMO Project Portfolio Coordinator duties are as follows: define, maintain, and utilize standardized processes related to project management both within IET and on a recharge basis for the campus; coordinate, track, and monitor multiple projects implemented within multiple programs to these standards and use key performance indicators to track progress and overall project success; establish and maintain a framework and methodology for project portfolio management within the organization; facilitate the selection, prioritization, balancing, and termination of project portfolio components to ensure alignment with strategic goals and organizational priorities.

Work cohesively with IET service managers and IET PMO project managers to ensure success and will be responsible for monitoring the effectiveness, development, and execution of project intake, project monitoring, and project portfolio management.

**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.

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.

**Department Specific 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.
**Positions Supervised:**

| N/A |

| Essential Responsibilities: |

| **40% PROJECT PORTFOLIO MANAGEMENT**  
This position will be responsible for identifying, tracking and reporting on multiple projects, within and external to the PMO, and maintaining project information in a project portfolio management tool.  
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.  
Conduct group facilitation and individual interviews in order to identify, gather and track project and portfolio information. Identify changes to existing portfolio and project processes & develop appropriate change management plans. Identify issues which have portfolio and project impacts or implications.  
Collaborate with service and project teams to ensure project inter-dependencies are understood and ensure risks are managed by key stakeholders. |

| **25% ANALYTICAL STUDIES**  
- Compile, analyze and make recommendations pertaining to project intake processes, portfolio components and portfolio processes.  
- Gather, track and report on portfolio resource requirements and resource constraints.  
- Validate & perform quality assurance of project and portfolio data.  
- Interpret and clarify findings and conclusions to executive management.  
- Create or revise analytical approaches to reflect current priorities and circumstances. |

| **25% PROJECT INTAKE**  
Act as the Project Intake process manager. Define, implement and improve project intake methods and processes. Work with project requestors to define, scope and document project requests, determine if requests are projects or not, develop project proposals, manage new projects through final scoping, prioritization, and assignment to appropriate portfolio(s). Assist project requestors and PMO in development of Memoranda of Understanding (MOU) and other agreements between PMO and clients. Track and report on project requests and MOUs. |

| **10% PROJECT PORTFOLIO MANAGEMENT APPLICATION ADMINISTRATOR**  
Act as the application administrator for the IET project portfolio management tool. Ensure users enter data in timely fashion and system is configured to align with IET uses and needs. Design, build and produce reports as requested by stakeholders. Design and build portfolios as requested by IET leadership. Review application vendor system updates and releases, determine impacts to current use, and communicate changes to users. Onboard and off-board users and keep resources up-to-date. Act as the primary point of contact for user questions and problems. Update system based on organizational and process changes. |

| Physical Demands: |

| Work at a computer and view display screens for long periods of time. |

| Work Environment: |

| Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems.  
Work flexible or extended hours as workload demands. Must be routinely on-call as required.  
Occasional travel between campus and off-campus locations.  
Work in a busy office environment with frequent interruptions. |
Vacation is restricted during peak work periods.

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.

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.

Background Check: Yes

**QUALIFICATIONS**

Minimum Qualifications:

Knowledge and experience with project portfolio management standards, processes, tools and techniques.

Knowledge and experience with project intake processes including scoping, scoring, proposal writing, resourcing and prioritization.

Experience building and managing customer/client relationships.

Experience in Agile/Scrum project methodologies and their application to a variety of project types.

Experienced at adapting to shifting priorities, demands and timelines.

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.

Knowledge and experience with project management standards, processes, tools and techniques appropriate for a variety of project types, sizes and criticalities.

Analytical skills to learn unfamiliar process procedures; translate knowledge into new context; interpret, compare and contrast facts; order, group, and infer causes; predict consequences; use methods, concepts, and theories in new situations; solve problems; classify and organize data; deconstruct components; generalize from facts; combine and relate knowledge from several areas; draw conclusions; compare and discriminate between ideas; make choices based on reasoned argument; and to verify value of evidence.

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

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.

Knowledge and skills to understand and apply campus policy.
Experience managing information technology projects for which a structured project approach was applied.

Project management experience and skills to lead a team through development and implementation of project planning documents appropriate to the situation; to develop budget, resource, test, implementation, quality assurance, contingency, risk management plans; and to develop and apply project methodologies appropriate to the situation.

Experience defining, implementing, and managing project portfolio management processes and standards, identification and assignment of portfolio components, and project prioritization.

Experience defining and managing project intake processes including scoping, proposal development, scoring, and resourcing.

PMP and/or CSM Certification.

Experience with Innotas, ServiceNow PPS, or other project portfolio management tools.

**Expectations**

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.

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 the PPC is expected to exercise discretion when working with clients.