



PROJECT MANAGEMENT OFFICE SUPERVISOR

SALARY GRADE: [C4-79](#)

DEFINITION:

Under the direction of an assigned ETS Director this position will provide leadership and supervision to a group who is responsible for developing and implementing information technology initiatives that support the strategic objectives of the District. Establish and maintain the policies and procedures for project management methodology and defining, testing, and installing information technology initiatives based on the user-defined business requirements. Provide an effective liaison between the functional departments, the ETS service departments, and key user groups, as well as external vendors providing IT services.

DISTINGUISHING CHARACTERISTICS:

1. Knowledge and experience with project management methodologies.
2. Technical understanding and flexibility to learn new technology.
3. Ability to develop and motivate staff
4. Working under tight deadline and pressure.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
2. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
3. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
4. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
5. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
6. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
7. Provides supervision and guidance to the Project Management Office coordinators, system administrators, programmer analyst and database coordinators.
8. Prepares job descriptions, identifies staffing needs, provides general directions, assigns specific tasks and responsibilities, evaluate and mentoring staff.
9. Oversees various systems/applications projects with different complexity, cost, time-constraints, internal and external staffing, and resources including software and hardware.
10. Continually monitors individual staff and contractors to insure meeting of specific deadlines.

11. Coordinates and actively participates in all stages of project development including research, design, programming, testing and implementation; interacts with different level of technical staff in every stage of the project development.
12. Actively pursue issue resolution, and communicate project status/issues to functional users, stakeholders and operational management.
13. Perform/organize user acceptance testing. Prepare project status reports for Senior Management.
14. Track and fully document changes to functional and business specifications during project development, complete the full project documentation and knowledge transfer to Business Continuity Group after project's completion.
15. Performs other related duties of a comparable level as required.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Project management, Interpersonal skills using tact, patience and courtesy.
2. Oral and written communication skills.
3. Understand and proficient in knowledge of Information technology.
4. Application team development environment.
5. College operations.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Communicate effectively both orally and in writing.
3. Meet schedules and time lines.
4. Establish and maintain cooperative and effective working relationships with others.
5. Manage the schedule of both software and hardware staff
6. Interact both orally and in writing with functional users and technical staff.

Education and Experience

Any combination equivalent to:

1. BA/BS of a relevant field (Computer Science/IT/Business) or equivalent.
2. Ten (10) years of professional IT work experience.
3. Five (5) years of combined System Analysis, Programming and Project Management.
4. Three (3) years of combined experience of:
 - a. Database Technology and Software Development Life Cycle.
 - b. Unix/Linux, Web Development and Data Center Operations & Management.
 - c. JAVA, PL/SQL, PHP, SHELL SCRIPTING.

Preferred qualifications

1. Familiarity with the latest Project Management best practice and Management Tools.
2. Three (3) years of Banner/Oracle experience.

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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