



INFORMATION TECHNOLOGY PROGRAM ADMINISTRATOR

SCOPE OF WORK:

Work involves planning, developing, implementing, and maintaining a highly complex or enterprise-wide information technology program typically involving management of multiple projects. Positions assigned this classification are located in the Information Technology Department or the Office of Management and Budget.

DUTIES PERFORMED AT ALL LEVELS:

- Develop, maintain, and communicate the program's strategic plan and portfolio of projects; monitor progress toward strategic goals and objectives; provide status reports and recommend changes in strategy or direction.
- Work closely with stakeholders to understand and prioritize goals and needs, develop requirements and data-gathering methodology, and ensure consistent reporting of information.
- Develop and maintain the overall program governance structure.
- Determine program and project goals, time frames, funding limitations, procedures for accomplishing projects, staffing requirements, and allotment of resources.
- Develop and administer overall project management for program projects including defining of scope and objectives; project strategies, schedules, and work plans development; status reporting; budget and expenditure tracking; issue and change management; and performance measurement.
- Write requests for proposal; evaluate vendor products and services; provide oversight of vendors and consultants to ensure compliance with contracts.
- Conduct research and studies, evaluate alternatives, and prepare reports and recommendations.
- Perform project post-implementation activities such as soliciting feedback from stakeholders, preparing a report, and archiving of information.
- Facilitate or lead meetings made up of stakeholders with varying interests.
- Serve as program liaison; communicate program activities through presentations, training, and other public information means; respond to requests for information.
- Write and administer grant funding; manage allocated funds.
- Develop and maintain technical and program documentation.
- Track legislation, prepare and present testimony.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

INFORMATION TECHNOLOGY PROGRAM ADMINISTRATOR I

0123

GRADE N

LEVEL DEFINITION:

Work at this level involves management of all aspects of the design, development, implementation, and maintenance of a program of limited scope or a portion of a large program. Work is performed under general supervision.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in computer science, computer or management information systems, business administration, or similar field, and three years of work experience in program or project management that included managing associated communication, cost, staff, change, scope, and risk; or a bachelor's degree with a major in another field and five years of the work experience described. Additional work experience as described may substitute for up to two years of the education requirement on a year-for-year basis.

INFORMATION TECHNOLOGY PROGRAM ADMINISTRATOR II

0124

GRADE O

LEVEL DEFINITION:

Work at this level involves management of all aspects of the design, development, implementation, and maintenance of a major program with little or no supervision.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Develop, present, and manage the budget for the assigned program area.
- Provide leadership and motivation to program and project team members; direct project or program managers on program initiatives; develop and maintain performance measurements; identify and implement performance improvement plans.
- Oversee development of the business, information, and technical architecture necessary to support the program.
- Establish, maintain, and promote best practices for program and project management.
- Provide direction to Information Technology Department and vendors regarding service expectations and coordinate delivery of services.
- Prepare whitepapers, standards, policies, and guidelines.
- Coordinate recruitment or assignment of project personnel; assign duties, responsibilities and scope of authority to project personnel.

- Establish standards and procedures for project reporting and documentation and other program activities.
- Review status reports prepared by project personnel and modify schedules and plans as required.
- Oversee projects managed by other state agencies or vendors and provide leadership on management of information technology assets and resources.
- Confer with project personnel to provide technical advice and resolve problems.
- May recruit, interview and hire staff; provide training and mentoring, complete performance appraisals, organize work assignments, and delegate and monitor staff.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in computer science, computer or management information systems, business administration, or similar field, and four years of work experience that required managing resources from a variety of internal and external sources to plan and implement large, ongoing multi-entity projects from inception to deployment; or a bachelor's degree with a major in another field and six years of the work experience as described. Additional work experience as described may substitute for up to two years of the education requirement on a year-for-year basis.

Eff. Date: 3/09 – Replaces 0155 GIS Manager
Rev: 7/12 – Conversion to Hay System
Rev: 11/16 – Revised Scope of Work