

FUNCTIONAL AREA 10

Information Technology Project Management (ITPM)

Incumbents in this functional area direct information technology system solution and/or improvement projects for cost, time, scope, risk, and quality. They perform the following general project management duties/tasks to meet project requirements: determine appropriate products or services with clients or customers to define project scope, requirements, and deliverables; develop, modify, or provide input to project plans; implement project plans to meet objectives; coordinate and integrate project activities; manage, lead, or administer project resources; monitor project activities and resources to mitigate risk; implement or maintain quality assurance processes; make improvements, solve problems, or take corrective action when problems arise; give presentations or briefings on all aspects of the project; participate in phase, milestone, and final project reviews; identify project documentation requirements or procedures; and develop and implement product release plan(s).

In addition, information technology project managers are responsible to direct the following additional information-technology related duties/tasks: identify customers' information systems requirements; analyze information systems requirements or environment; design or conduct analytical studies, cost-benefit analyses, or other research; evaluate, monitor, or ensure compliance with applicable laws, regulations, policies, standards, or procedures; purchase or contract for IT services, equipment, products, supplies, property, or other items; integrate information systems subsystems; develop information systems testing strategies, plans, or scenarios; identify standards or requirements for infrastructure configuration or change management; participate in change control (for example, reviewing configuration change requests); develop or implement information systems security plans and procedures; and ensure appropriate product-related training and documentation are developed and made available to customers.

IT PROJECT MANAGER	Assistant Information Technology Specialist	Information Technology Specialist I	Information Technology Specialist II	Information Technology Specialist III
Knowledge of:				
IT principles, methods, techniques and tools for the effective management of projects from initiation through to implementation (such as IT project initiation and planning, work breakdown schedules for IT projects, and IT project schedule development)		X	X	X
Methods, metrics, tools, and		X	X	X

techniques of Business Process Reengineering				
Basic systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems		X	X	X
Application of information technology to support business goals and objectives and principles of organization financial management as it relates to information technology project management		X	X	X
Methods and practices to prepare the information technology organization to meet the business needs for service delivery		X	X	X
Various types of contracts, techniques for contracting or procurement, and contract negotiation and administration		X	X	X
Principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.			X	X
Methods and tools used for project risk assessment and mitigation of risk			X	X
Principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.			X	X
Principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; included translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches			X	X
Principles, methods, and tools (for example, surveys, system performance measures) to assess the effectiveness and practicality of information technology systems			X	X
Principles and methods of cost-benefit analysis, including the time value of money, present			X	X

value concepts, and quantifying tangible and intangible benefits				
Principles and methods of capital investment analysis or business case analysis, including return on investment analysis			X	X
Architecture and typology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another			X	X
Information technology architecture used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems			X	X
Advanced principles and methods for planning or managing the implementation, update, or integration of information system components				X
Advanced principles, methods and techniques of information technology assessment, planning, management, monitoring, and evaluation, such as information technology baseline assessment, interagency functional analysis, contingency planning and disaster recovery				X
Financial management				X
Advanced IT principles, methods, techniques and tools for the effective management of large information technology projects from initiation through to post-implementation				X
Developments and new applications of information technology, emerging technologies and their applications to the business processes, and applications and implementation of information systems to meet organizational requirements				X
Principles, procedures, and tools of data management				X
Methods, tools and procedures, including development of				X

information security plans, to prevent information system vulnerabilities, and provide or restore security of information systems and network services.				
Ability to:				
Assist in the preparation of IT RFPs and respond to IT proposals		X	X	X
Coordinate with other organizations or parts of the organization to accomplish goals		X	X	X
Establish and communicate information technology project goals and objectives		X	X	X
Evaluate information technology proposals and recommend selection of vendors		X	X	X
Learn the missions and programs of customer organizations		X	X	X
Organize work, set priorities, and determine resource requirements, determine short and long-term goals and strategies to achieve them		X	X	X
Plan, administer, and monitor expenditures to ensure cost-effective support of program and policies		X	X	X
Assist to estimate and plan information technology project timelines and milestones		X	X	X
Monitor and evaluate the progress and outcomes of information technology operational plans		X	X	X
Monitor IT vendor performance to contract (such as analyze Statement of Work, define success criteria, and test product/system deliverables)		X	X	X
Develop, schedule, coordinate, and manage information technology projects and resources, including monitoring and inspecting costs, work, and contractor performance			X	X
Interpret information technology project management policies, standards and guidelines			X	X
Participate collaboratively in the development of an information systems strategy to support an organization's business goals, and the planning of the implementation of that strategy			X	X
Manage change and its effects on			X	X

information technology project resources				
Manage problems that arise in the course of all information technology projects			X	X
Monitor and manage information technology vendor performance to contract			X	X
Translate functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches			X	X
Plan and carry out difficult and complex information technology project management assignments, and develop new methods, approaches, and procedures				X
Develop, schedule, coordinate, and manage most complex projects and resources, including monitoring and inspecting costs, work, and contractor performance				X
Negotiate information technology contract term, conditions, and revisions				X
Perform resources strategy and planning for most complex projects ; assess, plan, manage, monitor, and evaluate all aspects of complex project activities , such as information technology baseline assessment, interagency functional analysis, contingency planning and disaster recovery				X
Assess financial condition of an organization				X
Define and utilize IT contract penalties				X
Prepare, justify, manage, lead, and administer the budget for program/project areas; plan, administer, and monitor expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization				X
Match individuals to information technology job projects				X
Demonstrate an advanced level of administrative and technical knowledge, along with the leadership skills required to coordinate and lead multiple/complex IT projects				X

Information Technology Specialist I (Information Technology Project Manager)

Incumbents apply a basic understanding of information technology concepts, practices, methods and principles, with an emphasis in IT principles, methods, techniques, and tools for the effective management of projects from initiation through to implementation. Under direct technical supervision incumbents assist to develop, schedule, coordinate and manage IT projects and resources, including monitoring and inspecting costs, work, and contractor performance. Work at this level involves being part of a team, with responsibility for discrete elements of the project plan.

Information Technology Specialist II (Information Technology Project Manager)

Incumbents demonstrate proficiency of business and technical IT competencies. Project management business skills include a specialization in the principles, methods, techniques, and tools for the effective management of projects from initiation through to implementation, and cost-benefit analysis principles and methods. Project managers responsible for the technical aspects of an IT project require specific knowledge, skills, and abilities/competencies in applying most of the following skills:

- Configuration Management
- Data Management
- Information Management
- Information Resources Strategy and Planning
- Information Systems/Network Security
- Information Technology Architecture
- Information Technology Performance Assessment
- Infrastructure Design
- Systems Integration
- Systems Life Cycle
- Technology Awareness

The IT Specialist II level is responsible to oversee small scaled non-complex IT projects, comprised of a small number of deliverables and/or a small number of phases. Incumbents typically coordinate and delegate the assignments for a small number of project staff (including consultants), numbering from 5-10. They serve as the focal point of contact regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by project sponsors and/or stakeholders.

Information Technology Specialist III (Information Technology Project Manager) **RANGE A**

Incumbents at the Specialist III Range A and B perform the following common tasks related to IT project management:

- Identifies customer information systems requirements.

- Analyzes information systems requirements or environment.
- Designs or conducts analytical studies, cost-benefit analysis or other research.
- Evaluate, monitor, or ensure compliance with laws, regulations, policies, standards, or procedures.
- Purchases or contracts for it services, equipment, products, supplies, property, or other items.
- Integrates information systems and subsystems.
- Develops information systems testing strategies, plans, or scenarios.
- Identifies standards or requirements for infrastructure configuration or change management.
- Participates in change control.
- Identifies and manages project risks.
- Develops or implements information systems security plans and procedures.

Specialists at the Range A level oversee medium-scaled complex projects comprised of sub-projects and distinct deliverables. They typically coordinate and delegate the assignments for project staff (including consultants), numbering over 10. Incumbents serve as the focal point of contact regarding project status, meetings, reporting requirements; scope changes/extensions, project risk, and financial, administrative, and technical issues and concerns raised by management and/or control agencies.

Information Technology Specialist III (Information Technology Project Manager)
RANGE B

Specialists at the Range B level oversee large-scaled extremely complex projects or multiple complex projects typically found in either large departments or data centers. They typically coordinate and delegate assignments for project staff (including consultants), numbering over 20. Incumbents serve as the focal point of contact regarding project status, meetings, reporting requirements; scope changes/extensions, project risk, and financial, administrative, and technical issues and concerns raised by executive management and/or control agencies.