



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 468.3

Job Title: **IT MANAGER – PROJECT MANAGEMENT OFFICE (PMO)**

Pay Grade: 32

### **GENERAL SUMMARY:**

The purpose of this position is to accomplish business objectives of the department or enterprise by ensuring the IT Project Management Office delivers IT projects within the agreed upon scope, schedule, budget, and quality. Oversees and provides guidance to the personnel responsible for the organization's portfolio of IT projects. Maintains the efficiency of important aspects of the project management process such as planning, scheduling, and budget and risk assessment. Responsible for day-to-day operations of the project management office.

### **RESPONSIBILITIES:**

**MANAGEMENT:** Oversees and provides guidance to multiple IT project management resources. Ensures PMO resources adhere to established project governance processes. Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, mentoring, and disciplining team members; developing, coordinating and enforcing systems, policies, procedures, and productivity standards. Maintains high performing staff by recruiting, selecting, orienting, and training team members; maintaining a safe, secure, and discrimination-free work environment; developing personal growth opportunities. Establishes strategic goals that support organizational objectives by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes. Monitors PMO cost center expenditures by gathering and submitting budget information; scheduling expenditures; monitoring variances; implementing corrective actions.

**TECHNICAL EXPERTISE:** Has technical competency to perform as an IT Senior Project Manager, and is capable of managing the largest, most mission-critical IT projects. Manages day-to-day PMO governance process and analyzes PMO performance. Reviews and approves project management deliverables prepared by PMO resources, such as project definition documents, project execution plans, schedules, project budget, resource plans, and status reports. Provides technical and analytical guidance to PMO team members.

**CUSTOMER SERVICE:** Maintains customer expectations by ensuring PMO delivers IT projects within the agreed upon scope, schedule, budget, and expected quality. Ensures project status is transparent and available to stakeholders for all portfolio projects. Ensures portfolio is adequately resourced to complete the mission of the IT PMO.

**TEAM EFFORT:** Contributes to team effort by accomplishing related results and performing related responsibilities as needed.

## **SPECIFICATIONS:**

### **KNOWLEDGE:**

Requires a Bachelor's degree in Technology Project Management, Management and Information Systems (MIS), Computer Science or a closely related field. Greater than ten (10) years of directly applicable experience, or PMI PMP certification, may be considered for substitution of degree requirement. May require extensive knowledge on specific technologies or business functions.

### **EXPERIENCE:**

At least ten (10) years of technology experience demonstrating formal IT project management competencies. PMI PMP certification may be substituted for up to three (3) years of professional experience.

### **COMPLEXITY:**

Work is substantially complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

### **IMPACT OF ACTIONS:**

Errors in work lead to significant expense and inconvenience, and may have minor impact on the short-term performance of the department. The incumbent receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work, recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with Managers and Assistant Directors and Deputy Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance, or work flow or to facilitate service.

#### **External Contacts:**

Level of external contact is primarily with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies, media representatives and professional contacts with affiliated organizations. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues that requires diplomacy; e.g., important contacts involving difficult matters of agreements, negotiations and controversies.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc. Operates a motor vehicle.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within minor demanding tolerances; or the ability to make simple eye/hand movements on a patterned response space within very low tolerance demands.

**MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

**Information Technology - PMO**

**Technical Track:**

IT Project Manager – PMO  
IT Sr. Project Manager – PMO

**Management Track:**

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IT Manager – Project Management Office (PMO)

Effective: November 2015  
Revised: February 2016