



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 468.4

Job Title: **ASSISTANT DIRECTOR – IT PROJECT MANAGEMENT OFFICE (PMO) (EXE LVL)**

Pay Grade: 34

### **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. Responsible for building and providing direction to the IT project management office. Defines and develops IT project/program management best practices, processes, and policy to ensure alignment with corporate strategy and goals. Partners with department leadership and other stakeholders to develop and prioritize projects according to business objectives.

### **RESPONSIBILITIES:**

**MANAGEMENT:** Responsible for the management of IT PMO personnel to ensure that all projects the within the IT portfolio are delivered within the defined scope, schedule, budget and quality requirements. Ensures PMO resources adhere to established project governance processes. Facilitates procurement of goods and services necessary to run the PMO. 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. Accomplishes financial objectives by forecasting requirements to run the PMO; prepares cost center annual budget; schedules expenditures; analyzes variances; initiates corrective actions.

**TECHNICAL EXPERTISE:** Has technical competency to perform all aspects of IT project management, and is capable of managing the largest, most mission critical programs and projects. Manages strategic alignment of portfolio to department and enterprise business objectives, and prioritizes projects according to business need. Sponsors and manages PMO project management systems and data. Reviews and approves quality and accuracy of work product produced by PMO resources. Monitors key performance indicators (KPI's) for health of the portfolio. 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. PMI PMP certification strongly preferred. 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, including three (3) years managing a technology team. Strong understanding of the department's core business functions and business strategy.

**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 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, and acts as an advisor to senior business leaders and CIO / Deputy CIO / CTO. Ability to pass and maintain federal security clearances may be required.

## **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, Assistant Directors, Deputy Directors, and occasionally Department 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. Ability to pass and maintain federal security clearances.

**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:** Performs related work as required.

**JOB FAMILY:** Information Technology – Project Management Office (PMO)

Technical foundation may be obtained in any technology job family, then progressively responsible IT Project Management experience as shown below.

**Technical Track:**

IT Intern  
IT Specialist – PMO  
IT Project Manager – PMO  
IT Sr. Project Manager – PMO  
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**Management Track:**

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IT Lead -- PMO  
IT Manager -- PMO  
**IT Assistant Director – PMO**  
IT Deputy Director

Effective: September 2017