CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 468.5

Job Title: **DEPUTY CHIEF INFORMATION OFFICER - IT PMO (Exe Lev)**

Pay Grade: 36

GENERAL SUMMARY

The purpose of this position is to lead IT strategic planning, governance, and program portfolio management and project delivery for Houston Information Technology Services. Accountable for delivering IT projects within the agreed upon scope, schedule, budget, and quality. Aligns the technology strategy to support business objectives and priorities of multiple city departments.

RESPONSIBILITIES

STRATEGY: Leads development of IT strategy and roadmap for Houston Information Technology Services. Develops business plan for the enterprise IT PMO; ensures alignment with citywide and department-specific business objectives. Partners with citywide business and IT leaders to develop criteria and methodology to prioritize programs/projects. Drives innovation and strategic solutions by providing value propositions to business stakeholders.

MANAGEMENT: Leads enterprise IT PMO organization. Accomplishes business results by aligning technical staff goals to business plan objectives. Communicates job expectations; plans, monitors, and evaluates job results; coaches, mentors, appraises, and disciplines team members; develops, coordinates and enforces 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; develops personal growth opportunities. Prepares workforce development plans to ensure future skillset and resource requirements are proactively addressed.

OPERATIONS & MAINTENANCE: Ensures that PMO operational performance meets or exceeds business objectives. Facilitates procurement of goods and services necessary to run the business and implement projects. Monitors key performance indicators (KPI's) for PMO project delivery with specific focus on scope, schedule, cost, quality and portfolio-related metrics. Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

CUSTOMER SERVICE: Establishes service level agreements and metrics associated with project delivery. Functions as business partner; builds business relationships with stakeholder representatives and frequently interacts with business stakeholders to discuss technology infrastructure services and assess customer satisfaction.

TEAM EFFORT: Serves as business partner to senior leadership within stakeholder groups to facilitate alignment with business objectives, initiative prioritization, and operational problem resolution.

SPECIFICATIONS:

KNOWLEDGE: Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS), Engineering, or a closely related field. A Master's degree in Computer Science, Management and Information

Systems (MIS), Engineering, or a closely related field may be substituted for up to two (2) years of the experience requirement.

EXPERIENCE: At least twelve (12) years of experience of progressively responsible management roles for a department or enterprise IT environment that includes five (5) years managing a technology team.

COMPLEXITY: Work is non-standardized, highly 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 costs and problems, and may have significant impact on the performance of the department. The incumbent generally receives strategic 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 within the department, as well as COH CIO /Deputy CIO / CTO counterparts. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED:

Direct Supervision: Involves scheduling, management and evaluation of work, recommends personnel actions, such as hiring, terminations, pay changes of management and senior technical personnel.

Indirect Supervision: Often manages indirect reports associated with multi-discipline or multi-department project teams and consultants.

CONTACTS:

Internal Contacts: Level of internal contact is primarily with the Mayor, City Council members, Department Directors, Deputy Directors, Assistant Directors, Managers and other COH officials. 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:	**Management Track:**
IT Intern	--
IT Project Manager – PMO	IT Lead -- PMO
IT Sr. Project Manager – PMO	IT Manager -- PMO
--	IT Assistant Director – PMO
--	**Deputy CIO – IT PMO**

Effective: September, 2017
Revised: