IT Project Management Team Supervisor

Department:	Information Systems
Position:	Career Service
Grade:	731
Supervisory:	Supervisor
Reports to:	Division Manager - Programming

Summary

Under general guidance and supervision of the Division Manager - Programming, supervises and coordinates the work of Project Managers in the IT Project Management Team. Functions as lead Project Manager and leads by example in coordinating customer communication, planning, and implementing client projects within the established budget, timeline, and scope. Monitors and presents project updates to stakeholders, clients, and team members.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Supervise, plan, coordinate, and direct the work of assigned personnel; schedule workload and delegate assignments; oversee training and conduct staff meetings.
2. Make staffing decisions related to the hiring, retention, and training of assigned personnel; evaluate and conduct performance appraisals.
3. Identify, evaluate, and resolve personnel concerns; administer disciplinary actions in accordance with County policy and procedures.
4. Ensure department goals, standards, and deadlines are met while following industry best practices for privacy, security, and ethics.
5. Oversee the product life cycle for assigned software systems, including enhancement roadmaps, development projects, and resource assignments; coordinate data exchange with external public and private agencies as needed.
6. Function as the primary point of contact for assigned projects, responding to inquiries, escalating issues, and facilitating communication between stakeholders and development teams.
7. Lead and participate in project planning and execution, managing scope, timelines, budgets, and resources while proactively identifying and resolving issues; communicate status of project commitments and team objectives to all stakeholders.
8. Function as liaison between clients and development teams; participate in and lead regular meetings; observe and document client workflows for project planning; compile and maintain

For Office Use Only
Job Code: 2972
Job Title: IT Project Management Team Supervisor
FLSA: Exempt
Effective Date: 2/28/2025
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Supervisor

bug reports from users, as needed; communicate feedback from power-users to streamline changes in project plans.

9. Coordinate software testing efforts, including alpha and beta testing, and direct stakeholders to test environments.
10. Lead Agile and project management meetings, including Daily Stand-Ups, Sprint Planning, Retrospectives, and Demos.
11. Ensure projects are delivered on time, within budget, and meet quality standards, implementing and refining project management methodologies as needed; perform quality reviews as needed.
12. Supervise programming teams, providing guidance on project development plans, including timelines, business rules, wireframes, punch lists, and reports.
13. Coordinate with internal and external stakeholders, including department management, programming teams, engineers, designers, and clients, to align project objectives and ensure effective communication.
14. Monitor and maintain the master schedule of projects, assisting with updates and coordinating changes throughout the project lifecycle; obtain buy-in from project stakeholders and sponsors for project revisions.
15. Define and document project scope, writing use cases and user stories for feature enhancements and improvements.
16. Oversee the design of functional and technical specifications for IT systems and integrations, ensuring alignment with project goals.
17. Continuously improve project planning processes, contributing to roadmaps and proactively removing barriers to execution.
18. Promote a culture of innovation and productivity, actively participating in staff training, mentoring, code reviews, and knowledge sharing.

Knowledge, Skills, and Abilities
- Considerable knowledge of current business logic, standards, and processes
- Considerable knowledge of Microsoft products, including Excel, PowerPoint, Word, Outlook, and Teams
- Knowledge of project management methodologies including Agile, Scrum, Lean, as well as Project Management Institute (PMI) frameworks and best practices.
- Knowledge of theoretical and practical aspects of project management
- Knowledge of Trello project and task management
- Knowledge of Lucid Charts
- Knowledge of internet UI components
- Highly skilled in verbal and written communication, including the ability to distill complex technical information clearly to diverse audiences.
- Skilled in delivering presentations, both in person and remotely, adapting complex content for technical and non-technical stakeholders.
- Skilled in documentation and organization

- Skilled in providing consistently exemplary customer service
- Ability to track project timelines, milestones, and deliverables throughout the project lifecycle
- Ability to conduct effective meetings in-person and remotely
- Ability to assess and mitigate project risks
- Ability to direct and motivate self and others
- Ability to adapt under changing priorities
- Ability to foster and encourage a culture of innovation as a role model and mentor by personally seeking out innovative solutions and methods and sharing those with the team
- Ability to work effectively and positively within a team environment while maintaining cooperative relationships and open communication among users, key stake holders, team members, and management

Supervisory Responsibility

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office, computer room, or other controlled environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools, and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. The employee is regularly required to work for sustained periods of time maintaining concentrated attention to detail. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift or otherwise move supplies or equipment weighing up to forty (40) pounds.

Position Type / Expected Hours of Work

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience
1. Bachelor's degree or equivalent in business administration, information systems, computer science, or a related field.
2. Four (4) years of experience in Information Systems technology.
3. Demonstrable work competence in project management, computer programming, or business administration.
4. Equivalent combinations of education, experience, and demonstrated work competence may also be considered.

Preferred Education and Experience
1. Preference may be given to applicants with experience as a project lead or team lead.
2. Preference may be given to applicants with experience managing several projects at once with competing priorities.
3. Preference may be given to applicants with experience delivering consumer software products.
4. Preference may be given to applicants with Project Management Institute (PMI), Agile or Scrum Certification.

Additional Eligibility Qualifications
1. Selected applicants will be required to submit to a pre-employment drug screen and background check. Due to potential access to sensitive and protected data, this position is subject to additional criminal background checks as directed by the Information Systems Department

AAP/EEO Statement
It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

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Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____