IT Project Manager

Department:	Information Systems
Position:	Career Service
Grade:	728
Supervisory:	No
Reports to:	IT Project Management Team Supervisor

Summary

Under general guidance and supervision of the IT Project Management Team Supervisor, coordinates customer communication, planning, and implementation of 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. Function as the primary contact for assigned projects; screen and respond to project inquiries from stakeholders to software developers; escalate various issues, as needed.
2. Coordinate small-scale and large-scale projects, actively participating in all phases of the project life cycle; estimate and monitor costs, delivery dates, resources used, and status of deliverables; identify issues and problems with project scope and progress; communicate status of project commitments and team objectives to all stakeholders.
3. 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 bug reports from users, as needed; communicate feedback from power-users to streamline changes in project plans.
4. Coordinate alpha and beta testing for software and products; direct stakeholders to test environments, as needed.
5. Conduct, coordinate, or attend internal and external meetings, including Agile ceremonies, Daily Stand-Ups, Sprint Planning, Retrospectives, and Sprint Reviews and Demos for assigned projects.
6. Ensure projects are delivered on time, within budget, adhere to high quality standards, and meet customer expectations; establish and implement project management processes and methodologies.
7. Monitor and maintain master schedule of projects; assist with updating schedule.

8. Coordinate changes to project plan throughout the project lifecycle; obtain buy-in from project stakeholders and sponsors for project revisions.
9. Build solutions to customer problems; produce wireframes and coordinate with team leads, engineers, designers, and stakeholders, as needed.
10. Define and document project scope; write use cases and user stories for customer desired improvements and new feature enhancements.
11. Oversee design of function and technical specifications for IT systems and integrations.
12. Assist with improving project planning and life cycle; contribute to project roadmaps; work proactively with teams to remove barriers to project execution.
13. Perform quality reviews of projects in development and nearing release.
14. Actively promote a culture of innovation and productivity; consistently participate as a leader in personal and staff training, code reviews, and mentoring activities; contribute to department wiki by sharing techniques, processes, and insight.
15. Maintain queue of work and projects for programming teams.

Knowledge, Skills, and Abilities
- Considerable knowledge of current business logic
- Knowledge of project management methodologies including Agile, Scrum, Lean, and Project Management Institute (PMI)
- 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
- Considerable knowledge of Microsoft products, including Excel, PowerPoint, Word, Outlook, and Teams
- Highly skilled in verbal and written communication
- Highly skilled in presentations, both in person and remotely
- Highly skilled in documentation and organization
- Skilled in communicating technically complex information both verbally and in writing
- Skilled in developing effective and collaborative relationships with programming team members and clients
- Skilled in providing consistently exemplary customer service
- Ability to conduct effective meetings in-person and remotely
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to assess and mitigate project risks
- Ability to direct and motivate self and others
- Ability to track project timelines, milestones, and deliverables throughout the project lifecycle
- 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 with users, key stake holders, team members, and management

Supervisory Responsibility

This position has no direct supervisory responsibility but 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. The incumbent may be required to drive Utah County owned vehicles while conducting County business and must abide by the Utah County Vehicle Policy.

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. The employee occasionally drives a motor vehicle.

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. Two (2) years of experience in Information Systems technology.
3. Demonstratable 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) or Scrum Certification.

Additional Eligibility Qualifications
1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. 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.

For Office Use Only
Job Code: 2967   Worker's Compensation: Clerical
Job Title: IT Project Manager   Background Level: I
FLSA: Exempt   Safety Sensitive: No
Effective Date: 5/2/2025   DOT: No
Public Safety: No   ML: Individual Contributor

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.

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

Candidate / Employee _____ Date _____