



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY PROGRAM MANAGER

Group-Section: Information Technology Group	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 066 Job #: PM009
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JOB SUMMARY

Responsible for managing one or more major information technology development programs. Examples include: water operations and optimization; business and enterprise applications, and IT infrastructure and information security. Areas of responsibility include coordination of the efforts of the projects within the program area, development of program plans; coordination of information technology projects with other internal organizations; managing a group of complex projects, directly and through subordinate and matrixed staff; monitoring project progress and budgets; conducting feasibility studies; determining project cost, schedules and scope; and ensuring timely completion of projects that support the business needs. Program managers interface with outside entities and make internal presentations to all levels of the organization on program related matters.

A program may be an ongoing endeavor, strategic actions of limited duration within an ongoing program or may comprise multiple large projects, which constitute or support a major goal or operation of the District. A program typically involves external agencies and matrix management of multiple staff. Programs may also involve a single major effort of a comprehensive nature.

OVERSIGHT

Supervision Received: Receives direction from the Information Technology Program Management Unit Manager or Information Technology Section Manager.

Supervision Given: May exercise technical and functional supervision over assigned staff. Oversees consulting work.

JOB DUTIES

1. Manages the development and implementation of one or more major program area, which may include automation of water system operations, enterprise applications or infrastructure and information security; coordinates activities with business units; develops long-term program goals; outlines the scope of work and specific tasks associated with each phase of the program.
2. Assesses the program's needs as they relate to each project within the program; interprets business needs; identifies critical project management issues, advises appropriate staff, recommends solutions and resolves complex project problems; develops new processes and procedures to meet new requirements or anticipated changes.
3. Analyzes program goals, objectives and priorities; recommends modifications for improving the program efficiency to management staff; incorporates approved modifications; assists in the development and implementation of technical work plans for specific activities.
4. Plans, directs and manages the assessment of user requirements, feasibility, technical direction, cost projections, benefit analysis, schedule and scope of a wide variety of IT projects which may include water system automation, IT infrastructure, water system operations, business, finance, information security and human resources applications.

5. Manages through project managers, IT projects; monitors project budgets, schedules and milestones.
6. Oversees the production and issuance of RFPs, RFQs, etc. Participates in selection of contractors and consultants; manages contracts.
7. Evaluates existing and emerging technology to define process standards and introduce new and enhanced technology solutions; analyzes technical information to maintain abreast of current technology advances and potential applicability to District needs.
8. Reviews and provides input regarding the proposed staff and resources to accomplish the intended outcome of a project; the work assignments; the standards of performance; and performs complex professional project management work.
9. Monitors and evaluates the efficiency and effectiveness of program administration and service delivery methods and procedures; develops reports and makes presentations to management on program progress and findings and related budgetary issues pertaining to the entire program or individual project activities.
10. Conducts program and project level business case analysis, return on investment, and risk analysis.
11. Develops Capital Investment Plan (CIP) proposals, secures budget and helps obtain Board-level funding.
12. Performs and reviews project management planning and project control including annual work plan, progress, cost forecasting, variances, change management, scheduling and close-out procedures and project summary reports; maintains master schedules and informs management of potential scheduling conflicts; prepares and reviews team mission statement, objectives, scope, task, schedules, budgets, and resources.
13. Performs other related duties, as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which four years must have been in a supervisory, project management, or lead position; or an advanced degree (i.e., master's or doctorate) from an accredited college or university and ten years of increasingly responsible relevant experience, of which four years must have been in a supervisory, project management, or lead position.

Required Knowledge of: Principles and practices of project and program management; principles of system development life cycle (SDLC); principles of resource management; industry trends and emerging technologies; scheduling, cost/benefit analysis; statistical analysis; risk management; matrix management; area being managed (e.g., water operations and optimization; business and enterprise applications; IT infrastructure and information security); management/supervisory concepts and techniques; team building; budgetary and accounting concepts and procedures; relevant federal, state and local laws; negotiation techniques; contract administration and management; trends and emerging technologies in assigned program areas.

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Revised: 02/14/17

Supersedes: 11/03/15

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Required Skills and Abilities to: Manage diverse, multidisciplinary project teams; plan, organize and review the work of subordinates; interface with management and staff across the organization; review work products for quality and adherence to guidelines; encourage and facilitate cooperation; mentor, develop and motivate staff; determine training needs of staff; exercise judgment and discretion; analyze problems, evaluate total cost and return on investment for technology solutions, identify alternatives and implement recommendations; communicate orally and in writing on administrative and technical topics; represent the District in negotiations with vendors; represent District to public agencies, regulatory bodies, special interest groups and members of the public; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups and the public; use business applications; prepare and make presentations for board of directors, executive management and all levels of the organization.

CERTIFICATES, LICENSES and REGISTRATIONS REQUIREMENTS

Certificates

- None

Licenses

- Valid California Class C Driver's License

Registrations

- None

DESIRABLE QUALIFICATIONS

Possession of a certificate as a Project Management Professional or other comparable certification is highly desirable.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements

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