



Code: 06K4
Family: IT-Delivery
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: Information Technology

CLASS TITLE: PROJECT MANAGER - AIS IT

CHARACTERISTICS OF THE CLASS

Under direction, leads, oversees, and ensures the successful delivery and management of single or multiple information technology projects and coordinates a range of technical and information technology projects within scope, to a certain quality and within time and cost constraints, and performs related duties as required

This class is assigned to the Delivery Management Information Technology Job Family which consists of positions that plan, manage and deliver projects, initiatives, and springs. Positions in the family work with key stakeholders and project teams across the departments to develop and convey product vision and manage the end-to-end project lifecycle.

ESSENTIAL DUTIES

- Analyzes project proposals to determine time frame, funding limitations and appropriate process for accomplishing projects
- Identifies and schedules project deliverables, milestones, and required activities and tasks
- Provides leadership and motivation to project team members throughout the project life cycle, and confers with project staff to outline a work plan
- Establishes a work plan and staffing for project activities, iterations, or phases, and arranges for recruitment or assignment of project personnel
- Implements a project communication plan
- Performs risk assessment and implement mitigation plans
- Monitors project activities, ensures the currency, quality, and integrity of information, while providing consistency in content and “look and feel” across the organization
- Ensures that project goals are in line with business objectives
- Ensures that project goals are achieved
- Assigns duties and responsibilities to project personnel and defines the scope of their authority
- Directs and coordinates the activities of project personnel to ensure projects progress on schedule and within budget
- Prepares project status reports and/or reviews status reports prepared by project personnel, and modifies schedules or plans as required
- Establishes standards and procedures for project reporting and documentation
- Benchmarks project management performance continuously to identify the potential for improvements and increase capability in project and portfolio management

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Three (3) years of project management work experience, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- IT project management work experience preferred
- PMP or other project management certifications preferred

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, OpenOffice, Google Workspace)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *project management principles, methods, and practices
- *managing project timelines and budgets
- *project-planning tools
- *cost-benefit analysis principles and methods
- *business, IT, financial industry
- *IT concepts, principles, methods, and practices
- *business needs, with the ability to establish and maintain a high level of customer trust and confidence
- *current and emerging technologies and how other enterprises are using them to drive digital business

Some knowledge of:

- IT metrics, methods and concepts
- Team leadership

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- TIME MANAGEMENT - Manage one's own time or the time of others
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Additional Competency Requirements

- COMMUNICATION FOR RESULTS – Writes, speaks and presents effectively. Explains the immediate context of the situation, asks questions with follow-ups and solicits advice prior to taking action. Develops presentations to influence others by using graphics, visuals or slides that display information clearly. Listens and asks questions to understand other people's viewpoints.
- GROWTH MINDSET – Takes ownership of personal growth. Identifies knowledge gaps. Asks questions of subject matter experts and seeks help when needed. Keeps abreast of information, developments and best practices within a field of expertise (e.g., by reading, interacting with others or attending learning events).
- INITIATIVE – Volunteers to undertake tasks that stretch his or her capability. Identifies who can provide support and procures their input. Identifies problems and acts to prevent and solve them.
- OWNERSHIP AND COMMITMENT – Volunteers to undertake tasks that stretch his or her capability. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is

achieved. Identifies problems and acts to prevent and solve them. Identifies who can provide support and procures their input.

- PROJECT MANAGEMENT – Applies project management elements of phase, activity, task and deliverables, as well as task dependencies. Defines and tracks own activity within a project. Demonstrates proficiency in the use of project administration tools. Defines agendas and key players for meetings. Develops and distributes minutes for follow-up action and tracks follow up commitments. Evaluates interaction of risks in order to assess project outcomes within own area. Acts when project outcome is guaranteed to be positive and only tests actions in a safe and familiar environment. Develops written project scope documents for review by project team members.
- CONSULTING – Shares information regarding procedures and routine activities. Provides guidance and advice. Suggests caution as appropriate. Asks questions that raise awareness and demonstrate insight.
- DECISION MAKING – Uses sound judgment to make appropriate and timely decisions in well-structured or routine situations. Weighs the advantages and consequences of alternative options before deciding on the approach to take. Knows when to escalate a decision.
- INFORMATION SEEKING – Asks questions and solicits procedural information that explains how day-to-day tasks are conducted. Collates facts and data. Checks and monitors progress of activities in area of responsibility. Seeks out the appropriate people for guidance when needed to get things done.
- OUTCOME DRIVEN – Responds quickly and effectively to instructions and requests. Seeks guidance on priorities and goals. Applies effort that is commensurate with the outcome.

Other competencies as required for successful performance in the lower-level series.

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March 2023