ASHEVILLE, NORTH CAROLINA

Classification Specification

Project Manager, Technical
Job Code: 2555
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage capital and operational infrastructure, technology, radio communications or service delivery projects.

Distinguishing Characteristics:

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Develops information technology project plans: conducts assessments with end users to determine user needs and system requirements; determines project scope, strategy, business goals, budget and deliverables; identifies and manages critical path tasks; sets and meets interim project goals; sets and manages project contingency; and performs change control and all other associated project management efforts needed to ensure compliance with project schedule and budget. users to determine user needs and system requirements; identifies and manages critical path tasks; sets and meets interim project goals; sets and manages project contingency; and performs change control and all other associated project management efforts needed to ensure that project schedule and budget are met.

Participates in process for bidding and contracting of services for various project components or other technical services: assists in preparing Requests for Proposal (RFP) and Requests for Quote (RFQ) for services; prepares technical specifications and requirements; reviews bids and quotes; makes recommendations regarding selection of vendors and awarding of contracts; and monitors vendor performance and contract fulfillment.

Manages projects during design and implementation phases: prioritizes schedule; establishes charters; allocates resources; works with vendors and project team members to resolve problems and initiate solutions; prepares, reviews, and processes change orders; monitors adherence to project schedules; conducts and reviews testing; provides technical support during programming and implementation; verifies compliance of projects to City policy; and makes recommendations concerning improvements, modifications, design strategies, programming, systems infrastructure, or other aspects of project development and implementation.

Manages administrative aspects of assigned projects: updates project schedules and monitors progress of project; communicates project status and promotes benefits of service improvements or service changes; manages project expectations; creates and maintains standard operating procedures and other technical documentation; and evaluates and monitors progress against performance and quality measurements and standards.

Administers budgets of assigned projects: coordinates with assigned department in planning and cost estimating; prepares cost estimates for budget planning; monitors and controls expenditures for approved projects; tracks expenditures and pay requests; processes purchase orders and invoices; and maintains related documentation.

Conducts training programs and conferences regarding new technology and services or changes to existing technology and services: prepares lesson plans; makes presentations; answers questions; provides information; and maintains related documentation.

Manages radio communications and related infrastructure assets and operations: manages radio systems, including testing, public safety communications support, enterprise networks, etc.; coordinates maintenance and modifications of radio transmission systems, including troubleshooting problems, ensuring data connectivity, maintaining fiber optic interconnections and network switches, maintaining equipment audits, etc.; drafts rental agreements for tower facilities by outside agencies; reviews Federal Communications Commission (FCC) licenses and audits to ensure compliance with applicable rules and regulations; and renews FCC or other state and federal regulatory registrations.

Performs other technical support duties as assigned: administers, backs up, troubleshoots, and/or repairs servers, network and wireless infrastructure, telecommunications equipment, or other information technology assets as assigned.

Operates, utilizes, and maintains a variety of other technical equipment to complete work activities, such as servers, radio transmission systems, radio tower sites, power supplies, emergency generators, fiberoptic interconnections, network switches, etc.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession; reviews professional publications, technical manuals, and websites to increase knowledge of project management, technology business solutions, radio communications and infrastructure, and related issues; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, other City employees, third party service contractors, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, contracts, leases, proposals, quotes, agreements, licenses, project reports, invoices, payment and financial documentation and reports, , and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet,

database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Project Management, Communications, Electrical Engineering, Information Systems Management, or a related field required; supplemented by three years of experience in information technology project management and system implementation, radio communication systems administration, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, smoke, temperature and noise extremes, machinery, electric currents, traffic hazards, or bright/dim lights.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.