



MANAGER OF TECHNOLOGY PROGRAMS

JC: 000172
PB: 9
FLSA: Exempt

BU: 95 (NR)
Created: April 2018

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, directs, manages, and oversees the planning, development, and implementation of a portfolio of information technology programs and projects across multiple domains, including driving organization change management; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Assistant Chief Information Officer, and performs related duties as assigned.

CLASS CHARACTERISTICS

This is a full scope managerial level classification responsible for managing, implementing and overseeing an information technology portfolio which contains a variety of programs and projects, senior professional staff and project managers. This classification provides guidance and drives organizational and technology portfolio change management, risk management and scope management, and drives decisions for prioritization, cancellation, and closure of information technology projects and programs throughout the District. This classification is distinguished from the IT Project Manager classification in that the latter is skilled within a specific domain and executes on specific projects that have been approved on the Portfolio managed by the Manager of Technology Programs.

REPORTS TO

Assist Chief Information Officer or his/her designee.

EXAMPLES OF DUTIES – *Duties may include, but not limited to, the following:*

1. Assumes overall portfolio management responsibility and directs and provides oversight and coordination of all programs and projects within a given portfolio.
2. Manages the interdependency of information technology portfolio programs and projects to monitor the efficiency and effectiveness of the portfolio, business performance outcomes, and the cost, time, scope, resources, strategic measures and benefits realization.
3. Manages portfolio funnel, backlog, prioritization, and change management to maintain consensus among stakeholders and impacted teams throughout the District and drive towards successful execution.
4. Ensures goals align with the strategy of the District, business and service units served.

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5. Develops, recommends and implements practices and procedural processes for improving efficiency within a portfolio; monitors and evaluates the impacts upon District operations.
6. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures, and recommends, within departmental policy, appropriate service and staffing levels to support portfolio.
7. Plans, directs, coordinates and reviews the statement of work and work plans.
8. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff trainings; works with employees to correct deficiencies; implements discipline and termination procedures.
9. Establishes partnerships and relationships with internal and external customers, stakeholders, and peers to ensure results are achieved.
10. Communicates effectively with peers, customers, staff, stakeholders and suppliers regarding portfolio plans, roadmaps, resource plans, and budgets.
11. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to various business practices, policies, and procedures as appropriate.
12. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of advanced business processes.
13. Represents the District and the Department and serves as liaison to committees, boards, commissions, citizen groups and other governmental agencies. Oversees and facilitates public participation processes in accordance with the Department policy
14. Prepares, reviews and provides project portfolio status reports and updates to managers and executives.

QUALIFICATIONS

Knowledgeof:

Operational characteristics, services and activities of a comprehensive information systems program.
Principles and Practices of program/portfolio coordination and management.
Principles and practices of a variety of information technology domains.
Principles and practices of project management.
Principles and practices of contract negotiation and administration.
Principles and practices of strategic planning, risk analysis and measurement systems.
Methods and techniques of coordinating and scheduling project work.
Methods and techniques of research, analysis and validation.
Principles and practices of procurement.
Principles and practices of budget development and administration.
Principles and practices of supervision, training and performance evaluation.
Current office procedures, methods and equipment including computers.
Microsoft Office suite or equivalent and analysis software including business and administrative project applications.

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Related Federal, State, local and professional technical codes, laws and regulations.

Skill in:

Managing, supervising and coordinating assigned programs and projects.

Developing and implementing project goals, objectives and procedures.

Planning, organizing, directing, and coordinating the work of professional staff and contract consultants.

Performing professional level analytical support services.

Exercising sound independent judgment within general policy and management guidelines.

Planning, organizing and administering complex projects and programs.

Planning, organizing and scheduling Office of Chief Information Officer (OCIO) priorities.

Researching, analyzing, compiling and summarizing a variety of materials.

Preparing and administering department and project portfolio budgets and responsible cost reduction recommendations.

Responding to requests and inquiries from the general public.

Understanding the organization and function of a public agency.

Interpreting and explaining District policies and procedures.

Analyzing problems, identifying alternative solutions and making recommendations. Establishing and maintaining effective working relationships with those contacted in the course of work.

Communicating clearly and concisely, both orally and in writing.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in computer science, information management, business administration or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional information technology portfolio management experience. Two (2) years of experience must have included leading information technology project management teams.

Substitution:

Additional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group: 0500 – Executives/Managers

Safety Sensitive: No