AGENDA DATE: **05/21/2012**

COMMISSIONERS COURT
COMMUNICATION

CONSENT OR REGULAR: Consent

CONTRACT REFERENCE NO
(IF APPLICABLE): _____

SUBJECT:

Approve the re-title of the Project Manager-Senior position, Grade P-20, to an *IT* Project Manager-Senior position, Grade P-20 within the IT Department.

BACKGROUND/DISCUSSION OF TOPIC:

The position was previously approved by the Commission on 4/16/12; however, it was approved without "IT" before the title. In order to ensure proper alignment with our job description and the staffing table itself, we are asking that it be re-titled to include "IT" before the title. Without it, the position can be over-generalized and it is important that this title accurately reflect the specific position within ITD.

This is a correction from Agenda Item #33 from 4/16/12 previously authorizing the title and grade to be called a Project Manager, Grade P-20.

FISCAL IMPACT:

There is no budgetary impact.

RECOMMENDATION:

Approve the re-title of the Project Manager-Senior position, Grade P-20, to an *IT* Project Manager-Senior position, Grade P-20 within the IT Department.

SUBMITTED BY:	Betsy C. Keller, SPHR, Director, Human Resources, 915-546-2218 humanresources@epcounty.com

EL PASO COUNTY
JOB DESCRIPTION

IT PROJECT MANAGER, SENIOR
Information Technology Department

Summary of Position

The IT Project Manager, Senior manages IT projects, utilizing judgment in resolving, adapting, and applying technical and administrative guidelines provided by office and/or IT user's rules and regulations. The incumbent assures a stable and available computer environment through data management, systems performance, hardware and operating software maintenance, security and user administration, and disciplined practices and procedures within operations.

Organizational Relationships

Reports to: Applications Manager & Applications Assistant Manager

Directs: Supervises as directed

Other: Has contact with department heads and/or staff in order to coordinate and complete assigned responsibilities, outside departments utilizing automated systems or equipment developed and/or maintained by ITD personnel, IT users, vendors, contractors, outside agencies, and other employees.

Essential Duties

The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

The design, documentation, testing, creation or modification of computer programs related to machine operating systems;

Supervises department employees, including assigning and reviewing work, training completing performance evaluations, and making recommendations on hiring, terminating, and disciplining personnel;

Selects, motivates, and evaluates department staff; provides or coordinates training and works with employees to correct deficiencies;

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Plans, directs, and coordinates, through subordinate-level staff, the department work plan; meets with management staff to identify and resolve problems; assigns projects and programmatic areas of responsibility; and reviews and evaluates work methods and procedures;

Manages the career development and performance of staff assigned;

Meets with management staff to identify and resolve problems;

Assigns projects and programmatic areas of responsibility; and reviews and evaluates work methods and procedures;

Investigates, analyzes, designs, develops and implements cost effective solutions to business issues;

Investigates, plans, analyzes, designs, codes, tests, implements, trains and supports quality systems;

Analyzes, investigates and helps to develop a proposed solution to business sponsored initiative;

Provides technical support to project team members;

Plans, establishes, and accomplishes departmental goals;

Manages and leads the technical support effort for all enterprise systems and provide stability and reliability for the Justice applications;

Coordinates technical and application support from enterprise and Justice System software vendors;

Manages and leads the technical planning for the enterprise environment to include hardware, applications, operating system software, and communications connectivity to the infrastructure network;

Oversees the application systems process of reviewing, analyzing, modifying, encoding, testing, debugging and installing of the programming systems;

Coordinates new development/enhancements;

Coordinates documentation and training updates and maintenance;

Performs the analysis, development, testing and implementing of interface systems and data conversion;

Plans, implements, upgrades to all software systems and related components;

Oversees Financial/HR/Payroll Systems;

Evaluates, motivates and manages staff assigned, according to current organization chart;

Oversees quality assurance program for enterprise and Justice Application Systems by following up on end user requests for support;

Manages and coordinates the Justice System application activities and support the distributed databases throughout Information Technology Department and state agencies;

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Develops problem determination and resolution procedures with the Help Desk for all user systems;

Directs employees, vendors, and consultants during the project management phase of all user systems;

Develops metrics for measurement and continuous improvement in customer support;

Ensures appropriate records are kept, by collecting and compiling general reference materials and information pertaining to Information Technology Department's practices and procedures;

Performs necessary support for Justice System users and aid in the solution of problems in a multi-shift user operation, occasionally requiring problem resolution outside of normal working hours;

Participates in "on-call" application support;

Identifies and assists in the training and education needs and development of less experienced Justice System staff;

Oversees and assists with executing and coordinating web design, layout, and content;

Analyzes software programs and assists users in the design, development, and maintenance of various computer applications;

Assigns responsibilities for the designing, building, testing, and implementing of large enterprise projects;

Works independently to pursue solutions and have strong problem solving skills;

Performs analysis of complex business requirements to determine appropriate IT solutions approach;

Prepares, plans, and executes integration and system testing activities;

Creates and maintains system interface diagrams, functional designs, and technical specifications;

Participates in creating documentation and detailed design specifications;

Works in all design, testing, and conversions;

Writes precise user, programming, and system documentation for implemented systems;

Directs the analysis and design of program routines and systems;

Analyzes and reviews customer development requests for applicability and functionality;

Assists programmers in the resolution of software and hardware problems;

Advises management in the feasibility of implementing new administrative, accounting, and/or statistical

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systems;

Attends and participates in meetings, training and information sessions;

Stays abreast of new trends and innovations in the field;

Due to critical nature of IT system must be available to respond to department in a timely manner;

Commits self to providing excellent customer service and demonstrate commitment through cooperative team and individual efforts; and

Creates a high quality work culture through participation in and emphasis on training and mentoring to develop leadership, management, and technical skills in self and all employees, including safety related training and skills.

Other Important Duties*

Performs such other related duties as may be assigned.

Be available by phone to respond to work beyond standard workday or workweek hours as necessary.

Occasional travel.

As members of the County of El Paso Emergency Response System, all El Paso County employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to train on emergency response and/or perform certain emergency services at the direction of their supervisor.

Minimum Requirements: Knowledge, Skills, and Abilities

Knowledge of: Project management in a technical environment; human and technical resource management; timeline and budget management; systems analysis and design, technical functionality of hardware and software systems; computer software and hardware operations; standard software applications; computer peripherals; the principles and practices of effective customer service; principles and practices of supervision and training; English usage, grammar, punctuation and spelling; techniques for effective interpersonal communications; modern office procedures, methods and computer equipment to include Windows and Microsoft based products. *Skill/Ability to:* demonstrate flexibility, adaptability to learn quickly in various technical and creative environments, while delivering quality work by tight deadlines and within budget; demonstrate leadership and ability to deliver efficiency and quality at the highest of standards; recognize, analyze and provide solutions to information technology; operate a personal computer and various software applications; identify, troubleshoot, research and provide solutions to hardware and software problems; communicate technical issues and solutions to a non-technical audience; prepare and maintain records, maintain filing systems, compile and organize information; communicate effectively both orally and in writing; promote program activities; make mathematical computations; prepare clear, concise and comprehensive written and electronic reports, and staff studies; schedule, supervise, train, and evaluate assigned staff; and establish and maintain cooperative and effective relationships with those contacted during the course of work. Pass a background investigation.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance:
- Demonstrate regular and reliable attendance;

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Employee initials_____ Page 4 of 8

- Work well with others and participate fully in a team oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Maintain strict confidentiality;
- Project positive support of their department and all organizations at all times; and,
- Maintain and enhance the County's commitment to customer service excellence

Acceptable Experience and Education

Bachelor's degree in Computer Science, Business Administration, or a related field and ten (10) years professional experience in project management of large scale systems or services in an IT environment and five (5) experience in any of the following or combined areas of experience: technical and application support, business analysis, programming experience (Universe and/or .NET Languages), Enterprise Resource Plan (ERP) Financial, HR, Payroll, database software systems, Public Safety, and/or Justice Systems, plus two (2) years supervisory experience; or

Or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Certificates and Licenses Required

Must have or obtain by date of hire a Texas driver's license applicable to job responsibilities, with a driving record acceptable to the County of El Paso.

At the time of appointment, must possess or be in the process of completing a Project Management Professional (PMP) credential for the Project Management Institute.

Possess and maintain recognized current certification, or complete specialized training to ensure up-to-date knowledge of installed upgrades, added modules or other enhancements during course of employment.

Physical Demands

Incumbents work in an indoor environment; must be able to perform tasks requiring both sitting and standing for extended periods of time, and may require walking for short periods at a time; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; lifting and/or carrying of light to moderate equipment/supplies weighing up to 50 pounds; emphasizes speech, hearing and vision, requires hand and finger dexterity sufficient to use computers and standard office equipment to perform assignments

Work Environment

Duties require little physical effort; necessitate routine safety precautions around electrical equipment; subject to possible eyestrain; some prolonged sitting. Work is primarily in a climate-controlled environment with above average noise level.

The above is intended to describe the general nature and level of work being performed by this position. The statements are not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

Job Location (Place(s) where work is performed)
Various locations through the County and other entity facilities

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Employee initials_____ Page 5 of 8

Equipment (Machines, tools, etc., used in job performance)
- Computer equipment
- General office equipment
- Other equipment related to job performance

THE COUNTY OF EL PASO, TEXAS

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Employee initials_____ Page 6 of 8

PHYSICAL REQUIREMENTS AND CONDITIONS

Physical Requirement   Degree

Hearing Acuity: low/**average**/sharp

Visual Acuity: rough/**average**/precision

Visual Color Acuity   low/**average**/high

Manual Dexterity: **To accomplish duties as stated in job description**

Operate Moving Equipment: no/yes

Operate Vehicles: **Uses county vehicle or own vehicle for business**

Environment: **office/**field

Extremes: low/**average**/high

Noise: low/**average**/high

Chemicals: **low**/average/high

Confined Space: **low**/average/high

Heights: **low**/average/high

Uneven Terrain: **low**/average/high

Other Special Physical Requirements: **Ability to communicate orally and in written form**

The minimum physical qualifications for the above job are listed below. This information shall be used to establish a minimum standard of the evaluation of applicants for positions in the job classification and in reviewing the capabilities and physical restriction of employees returning from Industrial and Illness Leaves of Absence.

In an 8-hour workday an employee can be expected to:

(Note: Rare = 1-10%   Occ.=11-33%   Freq.=34-66%   Cont.=67-100%)

On the Job You:	Never	Rare	Occ.	Freq.	Cont.
Bend/Stoop			X		
Squat			X		
Crawl		X			
Climb		X			
Reach above shoulder level			X		
Crouch		X			
Kneel		X			
Sit				X	

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Push/Pull			X		

Weight limitations: Indicate frequency (Never, Occ. Freq., Cont.)

Active/lbs	0-10	11-24	25-34	35-50	51-74	75 -100	>100
Lifting	FREQ.	FREQ.	OCC.	OCC.	NEVER	NEVER	NEVER
Carrying	FREQ.	FREQ.	OCC.	OCC.	NEVER	NEVER	NEVER
Push/Pull	FREQ.	FREQ.	OCC.	OCC.	OCC.	OCC	OCC

Approved:

_____   _____
Elected Official/Department Head   Date

_____   _____
Human Resources Director   Date

History: 10/2006 FLSA Study: title changed from Project Leader/Bus. Systems Mgr. to Business Applications Project Administrator

04/2010 Job title changed from Business Applications Project Adm. to Business Applications Project Supervisor, job code from 069101 to, supervises from Network Administrator, Network Administrator, Seniors, others as assigned to Applications Systems Analyst, Sr., Mainframe Programmer, Sr., Mainframe Programmer, Web Master, others as assigned, grade from P-22 to P-23

06/07/2010 Commissioner Court approval

06/01/2010 Civil Service approval

12/2011 title change from Business Applications Project Supervisor to Project Manager, Senior and job code from 109390 to 110460

4/16/2012 Commissioners Court approved item#33

_____ _____, _____
Received by: Print Name   Signature   Date

_____
Department

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