



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Information Technology Project Advisor
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GENERAL PURPOSE

Under direction, provides complex and professional administrative, technical and change control/portfolio management support to the District's information technology (IT) projects; functional areas of responsibility include IT change management, project portfolio management and quality assurance; collaborates with IT leadership and key project stakeholders for the successful management of the practices and tools within Project Portfolio Management (PPM) processes; performs quality assurance tasks; provides professional support to assigned Information Systems Manager in areas of expertise; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is responsible for reviewing, evaluating, and directing the focus of the District's information technology (IT) projects to ensure the inclusion of change/portfolio management best practices within project planning and execution. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services and complete assignments. Incumbents are responsible for performing diverse, specialized, and complex work including developing and implementing policies and procedures for successful technology project implementation.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned manager. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Provides complex and professional administrative, technical and project management support to the District's IT projects through the development and implementation of change management, project portfolio management and quality assurance policies, procedures and programs.
- Participates in the development and implementation of goals, objectives, policies, and priorities for technology projects; recommends and implements policies and procedures, ensuring alignment with the District's strategic and operational plans.
- Establishes, develops and maintains IT change management standards and procedures; oversees the prioritization, planning, scheduling and alignment of IT projects.
- Utilizes structured methodology to create a Change Management Plan and lead/oversee plan implementation; applies processes and tools to support adoption of changes required by the project or initiative; assesses readiness for change management for project teams and end users; integrates change management activities into project plan; conducts ongoing assessment of change impact; ensures optimal communication and training in all change management processes for project teams.
- Defines and prepares project success metrics; monitors project progress relative to metrics; prepares a diverse range of reports and other documentation with respect to change management impact on project execution and success.
- Reviews and consolidates all project plans developed within the project portfolio and oversees the management of interdependent projects; ensures investments and initiatives are aligned with business strategy and priorities; continuously monitors the portfolio to identify resource needs, to escalate scope, budget, quality and timeline issues appropriately, and to ensure overall adherence to the project management framework.
- Collaborates with IT leadership and key project stakeholders for the successful management of the practices and tools within Project Portfolio Management (PPM) processes; ensures that risk, status, change requests and critical issues are communicated to key stakeholders and the project team throughout the project's life cycle.
- Defines and delivers projects within assigned portfolios and documents PPM business requirements and processes; creates, maintains and produces workflows; maintains associated tools that support the project; collaborates with PPM developers, quality assurance, production support and account teams providing technical direction on systems analysis, design, development, testing and deployment; develops action plans for continuous improvements and provides constructive feedback on the project and overall portfolio management.
- Actively collaborates with stakeholders creating project roadmaps and ensuring all projects are synchronized to achieve goals established in the business

justification/case; leads efforts for centralized administrative tools to capture demands across the organization.

- Actively collaborates with IT staff and project team members throughout project life cycles; guides efforts to ensure timelines, milestones and deliverables are met; coaches and mentors team members.
- Ensures a comprehensive quality assurance program; drafts policies and procedures; implements standards; evaluates efficacy of standards and recommends changes; documents internal audits and other quality assurance activities; prepares reports and other documentation.
- Coordinates, plans and ensures optimal communication of change management and portfolio management standards, procedures and project plans to key stakeholders and project teams.
- Creates and produces portfolio level reports for the business, resource managers and senior management.
- Coordinates training for project managers, sponsors, owners, management and established users on the PPM toolset; develops and updates training materials, presentations and other support documentation.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles, practices, and methodologies used in the change management process.
- Principles, practices, and methodologies used in portfolio management.
- Project management planning and implementation principles and practices.
- District strategic technology and business priorities.
- Methods and techniques of planning synchronized project operations.
- Methods and techniques of assessing end user and project team readiness for technology changes.
- Project life cycle phases and their impact on change management/portfolio management practices.
- Principles and practices of leadership.
- Principles and practices of continuous learning.
- Training theory and principles.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Quality control and quality assurance principles and practices.

- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures for change management and portfolio management.
- Establish and maintain project change/portfolio management processes and procedures, tailored for each project.
- Collaborate and communicate with multiple stakeholders and project teams to ensure coordinated project efforts.
- Analyze stakeholder and staff readiness for change management initiatives.
- Develop training programs for end users and project teams.
- Prepare clear, concise, and accurate reports and other materials.
- Promote a culture of collaboration, continuous improvement and quality.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Six (6) years of progressively responsible professional information technology program experience, three (3) of which should be in a project management capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology, or a closely related field.

Licenses/Certifications:

- A valid California Class C driver's license and ability to maintain insurability under the District's Vehicle Insurance Policy.
- A Project Management Professional (PMP) certification is desired.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Information Technology Project Advisor
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Information Technology Project Advisor. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____