

## **LIVINGSTON COUNTY JOB DESCRIPTION**

### **PROJECT MANAGEMENT COORDINATION SPECIALIST - IT**

**Supervised By:** Chief Information Officer

**Supervises:** No supervisory responsibility

**FLSA Status:** Exempt

#### **Position Summary:**

Under the supervision of the Chief Information Officer, assists in planning, coordinating, implementing and finalizing projects according to the specifications and deadlines. Tracks project staff activities and contractor or other resources according to the overall project scope of work. At the start of each new activity, helps capture the definition of the project's objectives, and schedules, identifies key project milestones, and oversees quality control throughout the project. Supports project delivery processes at the County by attaining resources and coordinating internal team members and third-party contractors and/or consultants – including the identification, assessment, and communication of project risks and the ongoing communications with the Information Technology management team regarding project status and project critical success factors. Develops communication strategies to disseminate technology policies and information to stakeholders. Assists in general clerical and administrative activities in support of Information Technology operations.

#### **Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Operates in a confidential manner while working on sensitive technology projects and sensitive data.
2. Drafts, updates and maintains project scope, project charter, resource budgets, and project schedule documents for assigned projects.
3. Routinely communicates project status, resource utilization, and high-level project schedule to executive management and related project team members.
4. Facilitates documentation of requirements from internal and external stakeholders to ensure commitment and understanding of scope by all participants.
5. Provides day-to-day support including project initiating, coordinating, scheduling, preparing agendas, tracking follow-ups actions, and documenting meeting activities.

6. Ensures that necessary parties (staff, vendors, and stakeholders) are included to accomplish the meeting agendas, goals, and the project's milestones or deliverables.
7. Works with participating organizations to serve as the primary day-to-day contact to facilitate communications and coordinate project activities.
8. Helps manage and track the work of approved vendors, vendor contracts, vendor Statements of Work (SOWs) and vendor deliverables.
9. Assists in developing and documenting related policies and procedures.
10. Schedules, attends/participates in project management calls and related project meetings as directed.
11. Provides leadership for the IT Strategic Planning process. Directs work-group projects and identifies, develops, and executes communication strategies to implement action items to necessary stakeholders.
12. Establishes key performance indicators and other success metrics to effectively perform analysis of the department and creates internal benchmarks using key metrics, analytics, and surveys.
13. Assists in preparing various reports detailing department operations, statistics, and other department or division information by collecting and compiling data as requested.
14. Provides effective training and education for the department and other County users. Researches and creates training materials and content for software training courses and identifies on-demand training videos.
15. Serves as a resource to IT staff assisting with standard office duties and responsibilities. Assists with coordinating department activities, such as tracking work, accounts payable or receivables, processing files or applications, relaying communications, providing customer service, researching information, and providing related support.
16. Performs technology research assistance for the CIO.
17. Investigates and resolves receiving and invoicing discrepancies, proactively managing receipt dates. Works to resolve issues regarding lost and damaged products. Manages all aspects of assigned vendors, back-orders, ETA's, RMA's for damaged products and warranty claims. Serves as vendor relations expert
18. Performs other duties as assigned

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's Degree or three years of relevant work experience. Master's Degree Preferred.
- Minimum PMP Coordination Certification required and willingness to pursue project management certification.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Demonstrated project management, and collaborative and customer service skills.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors for the County, representatives of other governmental units, professional contacts, elected officials, and the public and vendors.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Ability to maintain confidentiality requirements.
- Skill in assembling and analyzing data and preparing comprehensive reports.
- Considerable knowledge of office procedures, and administrative support techniques.
- Skill in the use of office equipment and technology, including Microsoft Office applications, and the ability to learn the County's financial and management information applications.

**Physical Demands and Work Environment:**

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

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee

must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.