

Project Manager/Analyst

Dept: Information Technology

FLSA Status: Exempt

General Definition of Work

Performs intermediate skilled technical work managing large, technically complex information technology projects, guiding projects from the original concept through project completion, organizing project teams, assigning responsibilities, developing schedules, obtaining resources, tracking issues and risks through project lifecycle, determining technology and software needs, providing technical support to users, testing database applications, troubleshooting software issues, and related work as apparent or assigned. Work is performed under the limited supervision of the Application Development Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Manages information technology (IT) projects to ensure deliverables are met within the project budget and scope; keeps project teams organized; assigns responsibilities; develops schedules; obtains resources; tracks project issues, payment milestones and project risks throughout the project lifecycle; leads the project team on implementation, data migration, data mapping and testing; serves as the liaison between the vendor and the project team.
- Works with users to analyze and define business processes, workflows, software needs and design charts; uses data collected to write a request for proposals document; reviews and coordinates the selection of vendors.
- Writes SQL queries to verify data; develops reports using Crystal Reports, SQL Server Reporting Services and Microsoft Access.
- Designs, writes, maintains and documents in house software application; develops SharePoint websites.
- Provides top level technical assistance when needed; mentors end users on various software applications.
- Documents, defines and maintains user roles and access rights for new software installations.
- Manages software support with vendors; schedules new release installation; leads testing team in testing software releases and patches; determines when a release can be installed on a production server.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of project management methodologies; thorough knowledge of change management experience; thorough knowledge of organizational and communication techniques; thorough knowledge of all phases of systems analysis, programming and computer operations in an online and batch processing environment; thorough knowledge of computer language references; thorough knowledge of application help systems; thorough knowledge of software, hardware and database installation best practices, policies and procedures; thorough knowledge of the functions and operation of county departments general knowledge of county ordinances and state and federal laws, rules and regulations related to system installation and maintenance; comprehensive skill creating reports in various computer languages; comprehensive skill operating standard office equipment, hardware and software; ability to determine department and county-wide information system needs and formulate effective programming to meet the needs; ability to make arithmetic computation using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to communicate openly and explain complex technology issues to users; ability to establish and maintain programming in a

Project Manager/Analyst

variety of computer languages; ability to learn or display knowledge of various operating systems; ability to organize work and prioritize tasks; ability to understand and apply governmental accounting practices in maintenance of financial records; ability to write clear and concise reports; ability to communicate ideas effectively, both orally and in writing; ability to establish and maintain effective working relationships with county officials and associates.

Education and Experience

Bachelor's degree in computer science, information technology, or related field and one to three years experience working in computer science, information technology, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 25 pounds of force; work regularly requires repetitive motions, frequently requires sitting, speaking or hearing, using hands to finger, handle or feel and reaching with hands and arms and occasionally requires standing, walking, pushing or pulling and lifting; work requires close vision, ability to adjust focus, depth perception and color perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Project Manager/Analyst

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date