

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone: Unknown at this time as position is new.

2. Class Title (i.e. payroll title):

IT Specialist 4

3. Working Title (if any):

Water Utility/IT Senior Project Manager

4. Name & Class of First-Line Supervisor:

Dave Faust, Application Development Manager

Work Phone: (608) 266-4857

5. Department, Division & Section:

Information Technology

6. Work Address:

119 E Olin Avenue (primary) / City-County Building (secondary)

7. Hours/Week: 38.75

Start time: 7:00 a.m. End time: 3:30 p.m.

8. Date of hire in this position:

New

9. From approximately what date has employee performed the work currently assigned:

N/A

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10. Position Summary:

This is professional leadership work in the lifecycle management of complex information management systems for Madison Water Utility (MWU) including automated metering, customer information and billing, computerized maintenance management, Supervisory Control and Data Acquisition (SCADA), communication resources, and data acquisition, management & analysis support. This work requires considerable judgment, discretion, and expertise in the lifecycle of a diverse portfolio of Water Utility information management systems. Work is characterized by significant technical or project leadership responsibility for the implementation, maintenance, and depreciation of specified technology areas. Employees may be expected to lead lower-level employees on a project basis. Employee will work under general supervision of the City IT Applications Development Manager and WU Mapping & GIS Coordinator, and operate with considerable independence in meeting established objectives. This position will support the budget, planning, and documentation of Water Utility IT projects. Work may involve activity and resource planning, organizing and motivating the project team. They will monitor project progress and ensure customer satisfaction.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

**45% A. Project Coordination with MWU and IT staff**

1. Serve as liaison between MWU and City IT. Align MWU business needs with the appropriate IT personnel.
2. Maximize MWU's existing IT investment by aligning and consolidating business processes with existing solutions.
3. Manage the coordination and communications of a project as it relates to the scope, schedule, budget, quality, risks, procurement, and stakeholders.
4. Perform research, gather costing information, vendor quotes and recommend hardware and software based on current or new City technology standards.
5. Plan, assign, lead, and monitor other IT Specialists and WU Staff, including training other staff and recommending third-party training for them.
6. Gather business needs and requirements and help turn those goals into concrete projects and detailed proposals
7. Oversee third-party software implementations: Identify and evaluate products, define requirements, participate in RFP process and contract negotiations, create project plans, and facilitate the management of projects.
8. Coordinate and implementation of security best practices and standards with vendors, IT and MWU staff in compliance with regulatory requirements and auditors.
9. Develop full-scale project plans and associated communications documents.
10. Coordinate staff time within IT and Water Utility for Quality Assurance testing, meetings, and review of software applications.
11. Proactively manage project-related issues, with particular emphasis on those that may affect the scope, schedule, and/or budget and devise contingency plans.
12. Develop implementation timeline in cooperation with customer and affected parties.
13. Ensure quality assurance and testing is performed.
14. Monitor project budget and approve vendor payments.
15. Identify and resolve issues and conflicts within project teams.
16. Develop and produce system documentation, instructional and procedural manuals.
17. Provide training and education by way of in-person discussions and written documentation.
18. Maintain effective and professional relationships with vendors and their technical support personnel.
19. Delegate tasks and responsibilities to appropriate personnel.
20. Ensure adherence to best practices and City policies and procedures.

**45% B. IT Portfolio Management**

1. Meet with internal and external customers to determine business needs and constraints.
2. Work with system owners to track lifecycle of existing IT solutions. Proactively plan for end of life and depreciation of aging systems.
3. Work with system owners to track on-going maintenance and support for existing IT systems. Account for planned growth and expansion of systems.
4. Work with system owners to determine staffing and ongoing support requirements for MWU IT systems.

**10% C. Internal Administrative Tasks**

1. Train and stay current on industry standard technologies as needed.
2. Attend team meetings.
3. Maintain records, prepare status reports, and document communications
4. Develop and deliver progress reports, proposals, requirements documentation, and presentations.
5. Include racial equity and social justice considerations in projects and initiatives.

12. Primary knowledge, skills and abilities required:

Expert project management experience on enterprise-wide projects. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to make project assignments to staff. Ability to problem solve, apply logic, and perform process identification and critical thinking. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to implement third-party software purchases from evaluation to production. Ability to exercise judgment and discretion in completing assigned tasks. Ability to determine customer needs and define the scope of projects. Ability to learn computer software packages and adapt to specific user applications quickly and effectively. Ability to plan for system scalability, growth, and budget requirements. Ability to communicate and work effectively with users, department staff, vendors, and consultants. Ability to work in a team environment. Ability to develop realistic estimates, establish realistic schedules and meet deadlines on a consistent basis. Ability to work independently, manage multiple projects on an ongoing basis. Ability to plan and prioritize work assignments. Ability to facilitate projects, recommend change and communicate methods. Ability to work with both users and project team members to resolve problems in a timely and effective manner. Ability to effectively participate in team efforts to improve/develop departmental programs and services. As new technologies emerge that impact our systems, Information Technology Specialists 4 are expected to learn to integrate them with our systems. Ability to communicate effectively both orally and in writing. Ability to maintain adequate attendance.

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13. Special tools and equipment required:

None

14. Required licenses and/or registration:

None

15. Physical requirements:

Keyboard Skills

16. Supervision received (level and type):

Work is performed under general supervision of City IT Applications Development Manager with the support of WU Mapping & GIS Coordinator

17. Leadership Responsibilities:

This position:  is responsible for supervisory activities (Supervisory Analysis Form attached).  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.  
 I have been provided with this description of my assignment by my supervisor.  
 Other comments (see attached).

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EMPLOYEE

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DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

\_\_\_\_\_  
SUPERVISOR

\_\_\_\_\_  
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.