



CITY OF
**PALO
ALTO**



IT Project Manager (Senior Technologist)



Koff & Associates
A Gallagher Company

The Position

Reporting directly to the Director of Information Technology/CIO, this IT Project Manager (Senior Technologist), who is one of several senior technologists with differing missions in the IT Department, replaces a retiring long-time City employee. The incumbent will be responsible for performing business process analysis, needs assessment, and design of IT solutions. Responsibilities include coordinating/facilitating activities between IT and other internal departments or vendors to ensure the integration of citywide technology systems, as well as serving as a resource to internal departments in the planning, development, and control of data systems and workplace automation. This Senior Technologist may supervise lower-level IT staff, as yet to be determined.

This role will also involve extensive collaboration with other Senior Technologists in the IT department and professionals in other City departments, to include reporting to and interacting with various project champions at all levels throughout City government, as well as the City Council, IT PMO, and CIO. Contracting with vendors, scheduling, budgeting, and other typical project and program management duties will come into play. The incumbent will also be involved in governance meetings.

The Senior Technologist will have the opportunity to work on exciting projects that benefit all Palo Alto residents, including the City fiber optic project and others. Below is a partial list of pending and upcoming projects:

- Continue to enhance the City's Cybersecurity posture.
- Start the Council Chambers Audio Visual (A/V) upgrade project.
- Continue supporting the technology efforts for the new Public Safety Building.
- Continue partnering with the Utilities Department on the Fiber Expansion, including Fiber-to-the-Premises.
- Upgrade the City's VoIP telephone system.
- Data Center Redesign and Upgrade.

Distinguishing Characteristics

This classification is at the expert professional level. Incumbents reconfigure City applications to follow designated business processes. This individual will conduct professional level project and program management and design; prepare reports and presentations for review; manage City enterprise infrastructure, systems/networks, and applications; and assess City needs for business process and technology solutions. The incumbent must have the ability to create RFPs, CMRs, written and oral reports, and to present to executive staff and City Council. They will create reports and presentations for public meetings and liaise with other departments, external agencies, vendors, and the public. They will create task assignments for staff and may supervise personnel, and assess operational goals and objectives related to one or more departmental functions.

Typical Duties

Typical duties include, but are not limited to:

- Provide project management leadership for specific automated systems projects, which includes: collecting and analyzing business requirements; proposing solutions and alternatives; defining application development scopes of work and tasks; project budget creation and tracking, assessing user needs;



identifying appropriate tools to meet user needs; interviewing internal customers; preparing bid specifications; evaluating bids; coordinating activities with external vendors and internal customers; and/or, performing other related activities.

- Provide consulting assistance and services to application users; suggest, design, test, implement, troubleshoot, and evaluate technology and business process efficiencies and solutions.
- Maintain a variety of records and/or documentation for assigned area of responsibility. Operate and administer Information Technology or telecommunications management tools.
- Develop, prepare, and facilitate end-user training.
- Research and evaluate hardware and software; recommend and justify purchase suggestions; work with vendors on the installation, operation, and maintenance of medium to large scale hardware and software products running on various computer systems.
- Participate in a variety of meetings, committees, and/or other related groups in order to receive and convey information regarding needs assessment, fulfillment, and usability.
- Negotiate services and software contracts with vendors and consultants; manages vendor and contractor relationships.
- Perform other duties of a similar nature or level.

For a complete list of Knowledge, Skills and Abilities as well as Essential Duties, click [here](#).

Ideal Candidate

The ideal candidate will have extremely strong written and verbal communication skills given they will be interacting with and reporting to professionals at all levels both inside and outside the Department, including the City Council. A PMP certification would be ideal. Strong scheduling, PowerPoint, Monday.com, and other project management skills are required. The incumbent will be able to speak to and understand the entire project management lifecycle. This Senior Technologist will also interact with the IT operations manager and senior management analyst. The

