



DATE	February 2020
JOB CODE	PORTFMGR
FLSA	EXEMPT
EEO	

JOB TITLE: Portfolio Manager
 DEPARTMENT/DIVISION: Information Systems
 REPORTS TO: Technology Officer

SUMMARY: The portfolio manager holds both the leadership and management roles in a project management office (PMO). As an arm of the overall IS governance function, the portfolio manager is responsible for supporting and enabling the organization's projects, programs and structured work efforts. The portfolio manager ensures that the work of the PMO adds value, is relevant to the strategy of the organization, and meets the goals set for the PMO by executive management.

ESSENTIAL JOB FUNCTIONS:

- Facilitates among the PMO stakeholders and organizational leadership a consensus around the mission and vision of the PMO organization to foster a project-management-oriented culture and mindset.
- Engages senior leadership and business partners to define the PMO mission, goals and operating model, and releases this after senior management approval, in the form of the PMO charter.
- Leads the identification and development of PMO roles, team configuration and recruitment appropriate to deliver the agreed-upon PMO goals and objectives.
- Leads the identification and implementation of project management processes, methods, tools, guidelines and standards in order to establish a stable framework that supports all project teams and stakeholders to improve the probability of successful project delivery.
- Facilitates the agreed-upon process that develops plans and prioritization by leadership and governance.
- Defines, manages and directs the needed end-to-end PMO work effort, which includes leveraging best practices and techniques in identifying, quantifying and tracking the realization of expected benefits defined in business cases.
- Provides ongoing coaching and mentoring to PMO staff and project managers.
- Builds and maintains relationships with senior leadership and key PMO stakeholders, and acts as a trusted advisor.
- Regularly reviews and evaluates opportunities to improve the project management best practices in order to achieve higher maturity in PPM.
- Leads the establishment of a project management community of practice to facilitate collaboration and best-practice sharing among project managers and key PMO stakeholders.
- Oversees all aspects of assigned programs throughout project lifecycles to ensure completion within the defined scope, quality, time and cost constraints. Ensures accurate allocations of resources throughout the program. Leads multi-disciplinary teams,

composed of various levels of personnel, vendors, and clients to create and deploy successful programs.

- Participates in overall business technology planning, bringing a current knowledge and future vision of technology and systems.
- Develop, implement and manage reporting of metrics and Service Level Agreements that effectively measure team and vendor performance in line with the needs of the business.
- Work closely with all IS teams and business lines to manage customer satisfaction, directing investigation and remediation of service level breakdowns.
- Responsible for optimizing vendor relationships through contract management, financial and quantitative analyses and relationship management, effectively creating mutually beneficial opportunities for the City.
- Recruit and motivate a team of contract-based project management staff.
- Develop a user-centric service attitude in team members to enhance customer focus through responsive and innovative technology.
- Serves as subject matter expert for their division; develops and monitors program budget; prepares special and recurring reports and proposals for training programs, projects, hardware, software and other development plans.
- Represents City in meetings with government agencies or other meetings related to their division responsibilities.
- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Evaluate staff performance, assess training needs and develop improvements to workflow.
- Participates in a variety of special projects in support of departmental operations, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Performs other duties as assigned, which may involve irregular work hours, including evenings and weekends.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervisor of contract project management staff

KNOWLEDGE, SKILLS, AND ABILITIES:

- Extensive knowledge of one or more project management methodologies (PMI PMBOK, PRINCE2 and Agile)
- Extensive knowledge of industry standard IT management frameworks, such as ITIL, and experience with implementing such frameworks within an IT department
- Knowledge of strategic planning principles
- Knowledge of process improvement principles and practices
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes
- Skilled in project planning tools with evidence of practical application

- Skilled in leadership with the ability to develop and communicate the PMO vision and inspire and motivate PMO staff
- Skilled in negotiation and influencing in an environment where resources may not be in direct control of this role
- Skilled in evaluating quality and reviewing final work products
- Skilled in assessing cost efficiency and effectiveness of municipal operations
- Skilled in managing projects
- Skilled in identifying and solving problems
- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in preparing clear and concise reports
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Ability to clearly articulate the business value proposition for all IS enabled initiatives
- Ability to develop and execute a strategic resource plan
- Ability to work effectively in a collaborative environment and foster teamwork across all levels of the organization
- Ability to manage multiple work streams with input from resources from a variety of teams, delivering high quality, on budget, within schedule solutions as an IT service

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Computer Science or Business Management
- 7 years' of progressively responsible information technology experience
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license
- ITIL Foundation certification

PREFERENCES:

- Master's in computer science or Business Administration
- Project Management certification

WORKING CONDITIONS:

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity

- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test
- Must pass criminal history check
- Must pass motor vehicle records check