



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY PROGRAM MANAGEMENT OFFICE (PMO) UNIT MANAGER

Group-Section: Information Technology Group	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 69 Job #: UM033
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JOB SUMMARY

The Information Technology (IT) Program Management Office (PMO) Unit Manager reports to the IT Group Manager and is responsible for the overall governance and project management of the IT program and project portfolio. Leading a team of program and project managers, the IT PMO Unit Manager is responsible for implementing PMO processes, policies, and methodologies, and managing the overall execution of active programs and projects to ensure that they meet organizational goals and requirements, and to ensure consistency of delivery across the portfolio. Manage portfolio of all IT projects including Business Systems, Engineering Systems and Operational Technology (OT) projects in support of all Departments and functions within Metropolitan. Communication between project managers and the Business and IT sponsors who make the strategic decisions for those projects and is responsible for building trusted partner relationships with business executives and sponsors.

OVERSIGHT

Receives direction from the Group Manager of Information Technology.

Manages and supervises a staff of managers, professionals, and administrative support.

JOB DUTIES

1. Develops and maintains the Program Office functions, roles and responsibilities and related procedures to maintain an effective portfolio of IT and OT programs and projects.
2. Forecasts and plans IT and OT projects, monitors technology development, establishes program management policies, procedures, and standards; and ensures effective application of project management principles, methodologies, tools, artifacts and standards to IT and OT projects.
3. Oversees development of the annual budget for all IT Projects (Capital & O&M); directs implementation of all IT Projects; and administers project authorization system for Capital and Operation and Maintenance programs for the Information Technology Group (ITG).
4. Develops and manages the portfolio of all technology projects including design, upgrades, and implementation of technologies that directly support Business Systems, Engineering Systems and core Water Systems operations including real time control of treatment plants and the distribution system.
5. Manages the business analysis function within ITG. The function comprises the design, development, integration, implementation, and administration of the IT business analysis process including business process mapping and process documentation, as well as working closely with business stakeholders to understand their business needs, requirements, and priorities for technology solutions.

6. Manages the Enterprise Water Systems Program Team, providing IT advisory services to special engineering programs such as SCADA, Asset Management, etc. in WSO.
7. Creates methods to track project performance and is able to compare against goal benchmarks.
8. Ensures that programs and projects are being executed in accordance with established business objectives adhering to timelines and budget.
9. Trains and mentors project managers; provides guidance and feedback regarding performance on an ongoing basis.
10. Provides clear communication of project stats and numerical data related to percentage of goal completion.
11. Leads and participates in meetings to coordinate work and manage resource concerns.
12. Anticipates potential project roadblocks and identifies alternatives in an independent and efficient manner.
13. Produces consolidated portfolio performance metrics to the IT Group Manager and Metropolitan business executives.
14. Develops trusted partner relationships with business customers.
15. Ensures resolution of technical and service-related issues by being actively engaged in projects.
16. Ability to direct and follow an appropriate escalation path for issue resolution.
17. Oversees and participates in the development and administration of the annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments; authorizes purchases; and evaluates and approves bids for consultants and service contracts.
18. Selects and assigns staff ensuring compliance with all hiring and promotion policies and procedures; responds to employee grievances and concerns; coaches and mentors' employees; prepares, reviews, and approves performance evaluations; identifies employee development and training requirements; and develops staff recognition programs.
19. Directs and participates in the preparation of board letters, reports, and presentations; reviews monthly and quarterly board reports on key programs and section activities; and attends board meetings to present action items and reports.
20. Performs other related duties as required.

EMPLOYMENT STANDARDS

Job Title: Information Technology Program Management Office Unit Manager

Job Code: UM033

Effective: 6/26/2022

Adopted: 11/05/2017

Revised: 9/9/2022

Supersedes: 11/05/17

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MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which four years must have been in a PMO management or supervisory position; or an advanced degree from an accredited college or university and ten years of increasingly responsible relevant experience, of which four years must have been in a PMO management or supervisory position.

Required Knowledge of: Principles, practices, and methodologies of project management; principles of resource management; principles of system life cycle management; principles and practices of metrics development and implementation; current business and organizational management theories and practices; financial and budgeting practices and procedures; management and supervisory concepts and techniques; team building; budgetary concepts and procedures; relevant federal, state, and local laws; negotiation techniques; contract administration; and trends and emerging technologies; core water sector utility business processes including Capital Improvement Program Planning, asset management, water system operations, water quality processes and systems, reliability and maintenance practices and systems, energy management systems, and real time controls.

Required Skills and Abilities to: Manage a diverse work force; plan, organize, and review the work of subordinates; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; mentor, develop, and motivate staff; determine training needs of staff; exercise judgment, and discretion; interpret and analyze information; communicate orally and in writing on administrative and technical topics; write, edit, and review action plans and reports; research, evaluate, and implement new and emerging technologies; manage multiple large scale projects through subordinate staff; develop and implement project management methodologies and tools; evaluate total cost and return on investment for technology solutions; represent Metropolitan to public agencies, special interest groups and members of the public; represent Metropolitan in negotiations with vendors; establish and maintain collaborative working relationships with all levels within the organization; and prepare and make presentations on technical issues to peer forums, executive management, Board of Directors, member agencies, and regulatory agencies.

Certificates, Licenses, and Registrations Requirements

Certificates

- None

Licenses

- Valid California Class C Driver License that allows you to drive in the course of your employment

Registrations

- None

DESIRABLE QUALIFICATIONS

- Possession of a certificate as a Project Management Professional or other comparable certification is highly desirable

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PHYSICAL DEMANDS, WORK ENVIRONMENT AND VISION REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. The work environment may include some exposure to outside elements. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements