Project & Resource Manager

SALARY:	$49,927.00 - $60,207.00 Annually
OPENING DATE:	04/09/21
CLOSING DATE:	05/03/21 05:00 PM

JOB DESCRIPTION:

The Innovation and Technology (I & T) Department oversees smart city and innovation-oriented projects while continuing to provide a strong technology backbone for efficient functioning of the Town operations. The I & T Department aids the organization in navigating the complexities and advantages of a dynamic and transforming technology environment. In this way, we help to further the Town's goal to provide services that ensure a high quality of life for our residents. We welcome applicants who desire this type of dynamic and impactful work environment.

This position supports the Innovation & Technology (I&T) Department in leading innovation-oriented projects while continuing to provide a strong technology backbone for efficient functioning of Town operations. The I&T Department aids the organization in navigating the complexities and advantages of a dynamic and transforming technology environment. The Project & Resource Manager provides project planning and resource management services to Town staff and departments. This includes identifying and defining project requirements and scope; utilizing tools to determine roles and assign technical staff; monitoring project progress to ensure targets are achieved; and provide deliverables within deadlines. The Project & Resource Manager also coordinates technology-oriented education and training activities for Town staff. This position requires the ability to work independently. A successful Project and Resource Manager must have strong organization and communication skills. This position reports to the Director of Innovation and Technology.

Starting salary for this position is $49,927 to $60,207 depending on qualifications; full salary range is $49,927 to $79,398.

DUTIES/ESSENTIAL JOB FUNCTIONS:

- Collaborates with I&T staff and other stakeholders to identify and define project requirements, scope and objectives, deliverables, and resource needs on established departmental projects.
- Utilizes project management tools to determine clear roles and responsibilities and monitor and report progress.
- Serves as the point of contact to communicate project status to all participants and to ensure that user departments' needs are met.
- Assigns and oversees the tasks of technical personnel while ensuring all parties are actively working toward established milestones.
- Holds regular technical project meetings to determine progress and address any challenges to ensure timely project deliverables and quality outcomes.
- Assists in on-boarding and training I&T interns and part-time staff.
- Establishes and implements training processes and strategies to train all Town staff on available technologies, as applicable to each department.
- Maintains technical documentation and knowledge base on all Town technologies in a user-friendly format.
- Authors departmental news on the Intranet and maintains I&T department webpage with up to date information on the Town of Normal website.

- Assists with the development and implementation of new smart-city programs, as needed.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILL AND ABILITIES:

- Knowledge of the principles, practices, and concepts of a comprehensive project management function.
- Ability to utilize enterprise project management tools (including planning software) and approaches (which may include Agile, Waterfall, Kanban, etc.).
- Exceptional follow up skills with ability to multi-task.
- Strong organizational and management skills including prioritizing individual workloads, timeliness on deadline, and communicating effectively to management and stakeholders.
- Ability to learn new skills on the job and cross-train other staff members.
- Ability to communicate complex subjects, both written and verbal, to a less technical or non-technical audience.
- Self-starter attitude and the ability to work both independently on focus projects and collaboratively within the team for planning projects.
- Ability to establish effective working relationships with users, department personnel and management, focusing especially on creating a positive customer service experience.
- Skill in conducting effective computer training programs for small groups of end users or one on one training for both technical and non-technical users.
- Possess ability to flex work schedule to adapt to changing business needs.
- Possess valid Driver's License.
- Ability to pass criminal background check and polygraph due to the security clearance required for this position.

DESIRABLE TRAINING AND EXPERIENCE:

A bachelor's degree from an accredited college or university in project management, computer science, information technology, business administration or a related field. Two years of professional-level enterprise technology project management experience is preferred. Professional Project Management Certification from accredited institution and/or public sector experience is preferred, or any other training and experience that provides the required knowledge, skills and abilities.

APPLICATIONS MAY BE FILED ONLINE AT:
http://www.normal.org

11 Uptown Circle
Normal, IL 61761
309-454-9518

jkeigher@normal.org

Position #215
PROJECT & RESOURCE MANAGER
JK

The Town of Normal is an equal opportunity employer.

Project & Resource Manager Supplemental Questionnaire

* 1. I understand that due to the security clearance required to successfully perform these duties at all required locations, I must be able to pass a comprehensive background check if and when a conditional offer of employment is made.

❏ Yes   ❏ No

* Required Question