

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title:	Program Management Specialist III - IV	Class Code:	1672, 1673
Working Title:	IT Program Manager	Salary Group:	B27, B28
Division:	Agency Operations	FLSA:	Exempt
Supervisor:	IT Director	Revision Date:	09/29/23

GENERAL DESCRIPTION:

Perform highly complex (senior-level) to advanced program management work in support of the agency's Information Technology (IT) department. Work involves supporting the IT strategic plan which includes communicating with project stakeholders, management, and other relevant parties; journey mapping, documenting, coordinating, implementing, and overseeing IT programs in both application development and operations; planning resources; monitoring budgets; and providing consultative services and programmatic assistance to IT management, other PUC departments, and other stakeholders. Work requires extensive contact with Commission staff and subject matter experts (SMEs), other professional staff, other state agencies, contractors and vendors, Work under limited to minimal supervision, with considerable latitude for the use of initiative and independent judgement.

ESSENTIAL FUNCTIONS:

- Develop, monitors support, and manage operations and application development work within the PUC IT Program, including budgets, schedules, work plans, resources requirements, and work estimates and projections to ensure projects are completed within budget, scope, and time and according to established processes and procedures.
- Coordinate, develop, and evaluate an IT portfolio of projects using accepted program management methodologies.
- Coordinate IT project activities with other PUC divisions, state agencies, or private sector partners and contractors.
- Ensure the quality and compliance of work conducted by IT.
- Establish methods to monitor and evaluate work quality and quantity.
- Create and maintain policies, processes, and procedures.;
- Ensure that work products produced by IT staff and vendors adhere to standards, policies, and requirements; complies with audits and investigations.
- Support, guide, and mentor team members to achieve goals, solve problems, and gain the necessary skills to successfully perform their duties.
- Compile and distribute IT program information, status reports, and project budget expenditures.
- Provide management and other stakeholders with timely assessments of IT projects and component performance.
- Analyze and monitor IT portfolio components to identify issues, risks, and opportunities for improvement; and design strategies to mitigate or avoid future risks within portfolio.
- May provide advice and recommendations to address IT outcomes and to address gaps within the department.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the agency's mission and core values.
- Adhere to all agency personnel policies and division procedures and perform other work as assigned.

REQUIRED MINIMUM QUALIFICATIONS:

- Program Management Specialist III - Undergraduate degree from an accredited college or University **and** a minimum of five (5) years' work experience in IT including experience with systems analysis, design and administration, supporting application development or operations, and supporting information technology users along with coordination and implementation of technology solutions.
- Program Management Specialist IV - Undergraduate degree from an accredited college or University **and** a minimum of six (6) years' work experience in IT including experience with systems analysis, design and administration, supporting application development or operations, and supporting information technology users along with coordination and implementation of technology solutions.
- Additional relevant experience may be substituted for education on a year-for-year basis.

PREFERRED QUALIFICATIONS:

- Undergraduate degree in information technology, computer information systems, computer science, cybersecurity, or management information systems.
- Previous experience with a state agency overseeing the management of projects for an IT department.
- Previous supervisory experience.

KNOWLEDGE, SKILLS AND ABILITIES:

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed.

- Knowledge of state, and federal laws related to the administrative and operational functions of a state agency; of public administration techniques; and of program management processes and techniques.
- Proven experience in leading teams and driving process improvements.
- Strong background in project management, program development, and operations.
- Understanding of IT program management activities, practices, and toolkits.
- Knowledge of and experience implementing Agile delivery practices and methodologies.
- Excellent problem-solving skills and ability to drive IT solutions and foster resolution.
- Exceptional communication and leadership skills.
- Ability to lead, mentor, and build consensus in diverse teams utilizing best practices in negotiation and conflict resolution.
- Ability to manage third-party vendor engagements, including evaluation and assessment.
- Ability to apply independent judgment in making critical decisions.
- Ability to gather, assemble, correlate, and analyze facts; to devise solutions to problems; to prepare reports; to develop, evaluate, and interpret policies and procedures; and to communicate effectively.
- Ability to maintain effective working relationships within and outside the agency.
- Ability to attend work regularly and adhere to approved work schedule.

TELECOMMUTING ELIGIBILITY:

- This position is eligible for telecommuting up to four (4) days a week but may require team members to come into the office for scheduled meetings, and there may be unscheduled requests with appropriate notice for any PUC business need.
- If approved to telecommute, must have a secure workspace with reliable Internet service to perform duties, ability to maintain a reliable consistent work schedule and be available for weekly meetings and group collaboration via Microsoft Teams and other applications during regular business hours.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS:

The physical and cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made if needed to enable individuals with disabilities to perform the essential functions.

This position primarily performs sedentary office work. It requires extensive use of computer, copiers, printers, telephone and requires communication with staff and the public. This position also requires cognitive abilities consistent with the essential functions and with the knowledge, skills and abilities; requiring the ability to learn, recall, and apply practices and policies. It requires the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment or secure telework space and requires:

- Regular and punctual attendance.
- Frequent use of personal computer, copiers, printers and telephones.
- Frequent sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Frequent moving and lifting objects up to 10 pounds.