

PROJECT MANAGEMENT DIRECTOR

DISTINGUISHING FEATURES OF THE CLASS: Under general direction of the Commissioner of Administrative Services, the Project Management Director is responsible for managing a portfolio of strategic projects in a cross-functional environment. This is a leadership role instrumental in developing and delivering innovative solutions involving technology, talent, process, and policy. The work spans numerous issues and policy areas, helping kickstart new initiatives and partnering with stakeholders to solve urgent challenges. The incumbent provides leadership in the deployment of new concepts, piloting and evaluating new processes and technologies, and helping departments leverage data to drive decision-making and improve service delivery. The incumbent steers citywide strategic initiatives and directs the analysis, development, and implementation of projects across the City. Wide leeway is allowed for the exercise of independent judgment in the performance of duties. Direct supervision is exercised over all subordinate project management staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Manages enterprise or strategic portfolio projects from medium to large scope in a cross-functional environment;
- Leads project planning, development, execution, and evaluation for Departmental and City-wide projects;
- Develops strategies, budgets, and implements programs that promote technology and innovation initiatives;
- Translates high-level vision and strategy into operational plans that provide role clarity, accountability, resourcing, and trackable performance indicators;
- Assesses current technology infrastructure and works collaboratively with IT staff and other departmental stakeholders to design and lead implementation of data and technology projects;
- Studies existing processes across all business functions to identify opportunities to drive out waste and improve service delivery and process efficiency;
- Designs and implements new innovations and programs;
- Oversees the definition and management of project scope, objectives, resource requirements, tasks and reporting, involving all relevant stakeholders;
- Supervises all project management staff; works collaboratively with direct reports to support their career progression and development;
- Provides constructive coaching and advice to project teams;
- Develops mechanisms for capturing organizational learning to drive even more effective strategy and innovation processes;
- Prepares and presents reports and evaluations defining project progress, problems and solutions;
- Leads strategy development sessions, facilitates process mapping and process improvement events;
- Resolves obstacles and manages project changes to achieve project goals;
- Coordinates internal and external resources to execute projects;

- Oversees department budget;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of project management techniques and tools;
- Knowledge of and experience with organization-wide data and technology strategy implementation;
- Ability to identify several courses of action to make informed decisions about project development and implementation;
- Excellent relationship-building and problem-solving abilities;
- Leadership/management and organizational skills; self-starter who self-assesses and solicits feedback from others to improve their performance;
- Effective supervision and management skills, such as establishing collaborative team structure and mechanisms, conflict/issue resolution, the ability to direct a project, and the ability to ensure a successful project lifecycle;
- Ability to plan and supervise the work of others;
- Ability to establish and maintain effective working relationships with supervisor, associates, departmental officials, outside consultants and vendors;
- Analytical and presentation skills, strategic thinking, and high professional ethics;
- Ability to communicate effectively verbally and in writing;
- Good judgment;
- Tact and courtesy

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Master's Degree in Business Administration, Business Management, Project Management, Public Administration, Information Science, or related field and four (4) years of full-time paid experience in project management, including team leadership experience; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in Business Administration, Business Management, Project Management, Public Administration, Information Science, or related field and six (6) years of full-time paid experience in project management, including team leadership experience; **OR**

Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.