



CITY OF CLEVELAND

Mayor Frank G. Jackson

JOB ANNOUNCEMENT

IT Program Manager – Public Safety IT Business Owner

Position Overview: Manages the Public Safety Project Managers and IT Operational Staff (via Assistant Commissioner of ITS only). Reports to ITS CIO. Primary Customer is Director of Public Safety. Performs other job-related duties as required.

Duties:

- Coordinates with analyst/programmers, documentation specialists, user technology specialists, and other support staff involved in the development of new or maintenance of existing information technology systems.
- Supervises the various phases of application and systems analysis, development, coordination, implementation, and documentation ensuring that user applications and sub-system activities are compatible with total system objectives.
- Is responsible for systems planning, the development and review of designs and plans of information technology related to projects to ensure all requirements are satisfied, reconciliation of conflicts within and between staff regarding resources, deadlines, and standards, and the resolution of the most difficult computer and applications related problems.
- Initiates or participates in systems analysis studies.
- Directs applications systems planning, budgeting, and acquisition, and accepts new equipment for the department.
- Monitors time and dollar expenditures to ensure projects and budgets meet established targets.
- Writes periodic progress, project status, and problems resolution reports regarding information technology for management review.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work process, and work cooperatively and jointly to provide quality seamless customer service.
- Performs other job-related duties as required.

Additional Duties:

- Serve as the owner, champion and advocate for all PS business applications and technology in support of the mission of the business area.
- Partner with IT to identify, implement, update, and enhance approved PS business systems and technology

- Partner with the PS Strategic Technology Planning Committee to gather and prioritize all of the PS business systems and technology requests (funding, updates, enhancement, and equipment).
- Interface with PS to set and manage the vision (roadmap) for critical PS business applications and technology. The role will also be responsible for executing the roadmap through various enhancement or project requests
- Define the expected PS business outcomes that are supported by the application and technology
- Identify the criticality of selected PS application functions and the expected service level goals for application operations and support
- Identify the priority of support and project requests that impact Public Safety
- Communicate and clarify the PS business processes and needs to the IT organization so to better understand the business benefits of the application or technology.

Required Qualifications:

- A High School Diploma or GED is required.
- A Bachelor's Degree in Computer Science, Business Administration, or related field from an accredited four year college or university is required.
- Five years of full time paid experience in the area of project management is required.
- Project management certification and knowledge of Microsoft Project is required. (Substitution: Two additional years of college education may substitute for certification in program management.)
- Must be computer proficient and familiar with the Internet.
- Must be knowledgeable in Microsoft Office (Word, Excel, PowerPoint, Access).
- Individual must be able to lift and carry a minimum of thirty (30) pounds.
- A valid state of Ohio Driver's License is required.

All interested applicants should email a cover letter and resume to itsjobs@city.cleveland.oh.us or mail to Va'Kedia Stiggers, Fiscal Manager, Department of Finance, Division of Information Technology and Services, 205 West St. Clair Avenue, 4th Floor, Cleveland, OH 44113 or fax to 216-664-3789.

THE CITY OF CLEVELAND IS AN EQUAL OPPORTUNITY EMPLOYER

Position is subject to Civil Service Testing

Only selected candidates will be contacted for interview