Class Concept

The IT Project/Program Portfolio Director facilitates strategic planning and prioritization to successfully deliver multiple, complex Information Technology projects to meet the goals, values, and objectives on an enterprise or agency-wide level in a large IT organization. Enterprise-wide projects may represent an entire agency, or in larger agencies, a division or program that has statewide scope. Positions manage and provide leadership for staff responsible for the functions of the enterprise wide and/or multiple agency Project / Program Office(s), including large complex enterprise project/program management, quality assurance and risk management, enterprise tool sets, security, and assessment of risk, risk mitigation, schedule and budget data, action plans, and related assignments. Positions in this class conduct post project reviews for compilation of lessons learned, customer satisfaction, and achievement of project goals. The planning of new projects reflects key lessons learned from prior projects. Positions are responsible for developing and maintaining effective working relationships with the enterprise and / or agency business leaders. Positions have overall responsibility for enterprise portfolio management including strategic planning, forecasting, project prioritization, resource allocation, and budgeting.

Positions in this class analyze capacity and resource allocation to ensure effective and efficient delivery of services and establish policies, procedures, standards, methodologies, and guidelines for information technology projects / programs and services. Position serves as the director over portfolio, IT program, and / or project managers that manage multiple IT programs and / or projects of considerable complexity and scope. This position is responsible for the review of plans for accuracy, feasibility, and manageability.

(Within the IT Project Management branch of the IT job family, 'program' refers to a suite of related projects, whereas 'portfolio' refers to multiple, independent projects.)

Recruitment Standards

Knowledge, Skills, and Abilities

- Demonstrated ability to successfully manage a portfolio of several projects that may be in one or more programs of major significance to the business, characterized by its high-risk profile, budget, duration, complexity of design, or the adoption of new techniques or technologies
- Demonstrated responsibility for acquiring and utilizing the necessary resources and skills, to successfully deliver the program/project within agreed parameters of cost, timeframes, and quality
- Demonstrated ability to manage programs and / or projects utilizing project management methodologies
- Demonstrated ability to manage other portfolio, programs, and / or project managers with responsibilities for developing and executing all project related plans.
  Demonstrated communication skills including delivering presentations, metrics, dashboards, briefings, and / or project and / or program updates to executive leadership
- Demonstrated ability to adapt to business needs and changes while managing multiple initiatives, projects, and/or programs
- Ability to mentor and develop portfolio, program, and/or project managers
- Ability to develop and implement plans and processes to ensure compliance and alignment with IT priorities, goals, and objectives
- Demonstrated thorough knowledge of IT and its use throughout the enterprise, within agencies, and in other organizations
- Demonstrated ability to successfully propose and lead strategic initiatives
- Ability to identify and plan systematic corrective action to reduce errors and improve the quality of the systems and services, by examination of the root causes of problems

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA

- Demonstrated ability to advise, assist, and lead in improving the quality of program or project management best practices

Minimum Education and Experience

Bachelor's degree in computer science or a related IT field, business administration, project management, or closely related degree from an appropriately accredited institution and six years of progressive information technology experience, IT project management related work, or technical project management related work; or an equivalent combination of education and experience.

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