

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT  
SANTA ANA, CALIFORNIA

CLASS SPECIFICATION  
September 20, 2005

## **PROJECT MANAGER**

### **CLASS SUMMARY**

Manages performance requirements, schedules and budgets; organizes, directs, and evaluates the work of project teams assigned to analyzing, designing, implementing, and maintaining administrative requirements, processes, and functions for an institution-wide information system package serving Student Services/Instruction, Fiscal, and HR, in conjunction with operational management in each of these functional areas.

### **REPRESENTATIVE DUTIES**

Identifies scope of work; develops detailed task lists and interdependencies; estimates time requirements; identifies critical milestones; identifies and assesses risks; prepares contingency actions; coordinates project activities. Assesses current business processes and systems; develops business process models. Gathers data to identify business process requirements; interprets and evaluates requirements; defines scope of work to meet business process requirements; identifies time, technology, and resource constraints; develops high-level, functional specifications and business process overview; prepares cost/benefit analyses, alternative options with individual pros and cons, and risk analyses; develops test strategy. Develops detailed design specifications including workflow diagrams and business process models; identifies operational, support, and maintenance requirements; performs feasibility analysis for alternative business process design assessment; prepares and conducts business process design reviews; identifies impact on existing processes and IT systems; develops validation and verification test plans; performs usability testing and operational business process performance analysis.

- Liaison among functional department management and staff, IT staff, and vendor staff.
- Works in partnership with functional area management and staff to identify, define and document operational objectives and requirements; existing operational procedures and transactions, workflows, and issues; data collection and ownership, and information reporting requirements and responsibilities.
- Analyzes operational workflows and associated data including automated methods, procedures, documentation, and controls; and develops and recommends new processes and related procedures in conjunction with functional area management.
- Using approved processes, related procedures, and workflows, configures and tests the operational integrity of functional area modules production implementation to ongoing enhancement and support in conjunction with functional area management.
- Prepares reports and communicates regular project status to stakeholders and business process owners.
- Coordinates training of staff and development of related documentation for individual package modules.
- Establishes and maintains effective and collaborative working relationships with management, staff, and vendors; and performs other related duties as assigned.

## **PROJECT MANAGER (CONT'D)**

### **ORGANIZATIONAL RELATIONSHIPS**

This position has a matrixed reporting relationship to senior management of Student Services / Instruction, Fiscal, or HR; and to IT senior management responsible for overall project implementation.

### **DESIRABLE QUALIFICATIONS**

#### **Training and Experience**

A bachelor's degree, preferably with a major in College Administration, Accounting, Finance, Human Resources, Business Administration, Public Administration, or a related field; and experience in at least one of the following functional areas:

- College Administration (student services/instruction – admissions & records, counseling, financial aid, class scheduling, curriculum management, California Community College State MIS reporting);
- Fiscal (general ledger, accounts payable, budgeting, payroll, financial reporting);
- HR (personnel administration, employee benefits);
- Software package implementation for higher education administrative information systems primarily Datatel.

#### **Knowledge and Abilities**

Knowledge of: Problem identification, data summarization, detailed anomaly documentation; problem analysis, symptom v. cause classification; hypothesis formulation and testing, system-wide impact analysis; solutions testing; feasibility and relevance assessment, process improvement and procedure organization, data synthesis, solution integration; resolution planning, process organization and management; solution selection, data collection and analysis, contingency planning; solution implementation, change management processing, obstacle mitigation, process redesign, outcome forecasting, technical documentation. Principles and practices of project management, workflow simplification and modification, organization and management, business process & rules documentation, online form design and information reporting, supervision, team building, and software package documentation and training.

Ability to: Identify, analyze, qualify, quantify, interpret, summarize and present information; compose and edit documentation; convert, summarize, interpret and translate numerical data and predict outcomes; interpret and clarify communication; develop and apply creative solutions to problems; perform situational analysis for risks, implications, cause and effect, and recommend alternative action; analyze relationships between the overall system and its components and related processes; analyze logic and principles, and examine data for relevance and accuracy; accept responsibility for assigned tasks and understand the impact of

individual behavior on projects; set and adjust goals, modify behavior to optimize personal performance, analyze personal and project team action implications and consequences; and follow ethical and feasible RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT CLASS SPECIFIC SANTA ANA, CALIFORNIA  
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### **PROJECT MANAGER (CONT'D)**

courses of action. Anticipate outcomes, establish priorities, and meet project schedules. Review and evaluate detailed project management plans, progress, and deliverables. Perform assigned tasks independently and react promptly to issues. Motivate teamwork and promote cohesiveness to achieve project goals. Write and communicate clear and comprehensive reports, instructions, and documentation.