

York County Community Action Corp.

IT Project Manager

Job Description

REPORTS TO: Chief Information Officer

STATUS: Exempt/Full Time

PAY GRADE: 8

PURPOSE: Technology plays a critical role in York County Community Action ('YCCAC') achieving its mission, ensuring that each Department and Program delivers services and supports that are client/patient centered, effective and efficient. The IT Project Manager will be responsible for leading and implementing projects to support this objective. The position will work in partnership with the CIO and will collaborate with other senior managers to orchestrate and manage IT projects necessary to assure compliance with the mission, goals, objectives, and policies formulated by the Board of Directors.

Projects will include, for example, working with program departments to identify and implement technology strategies to improve the client/patient experience, working with administrative departments to use technology to improve workflows and efficiency, and supporting YCCAC's IT infrastructure. This position will work as a member of the IT team and liaison with Department Directors.

RESPONSIBILITIES:

1. Responsible for managing a portfolio of IT projects.
2. Work with Department Directors and others to understand and implement their business solutions, in particular to make services and supports more client/patient centered, and to increase effectiveness and efficiency.
3. Support Department Directors and others in evaluating promising and best practice technology strategies from leading users of technology nationwide.
4. Support Department Directors and others in developing proposals to implement chosen technology, including budgets.
5. Establish project plans in collaboration with Department Directors to determine tasks, milestones, resources. Support implementation of project plans. Track and report on project progress using appropriate systems, tools, and techniques.
6. Identify, anticipate, and manage risks or issues at the project level.
7. Report and escalate to management as needed; present verbal and written reports defining plans, problems, and resolutions to appropriate levels of management.
8. Take the lead in change management process. Including documentation, record-keeping, and inventory.
9. Help maintain YCCAC IT business continuity plan. Work with departments to plan for contingencies and do yearly tabletop exercises.
10. Participate as an active member of the IT team.
11. Other appropriate duties as assigned.

QUALIFICATIONS:

1. Bachelor's degree in related field in addition to 7-10+ years of experience in a professionalized IT project management role required. Microsoft Certified Solutions Expert credential required.
2. 7-10+ Years of progressive experience in hardware, software, designing, and supporting a midsize network and assisting the Chief Information Officer and IT department through whatever activities are necessary and appropriate to assure compliance with the mission, goals, objectives, and policies formulated by the agency leadership.
3. Proven experience in a position requiring accuracy, attention to details and thoroughness is important.
4. Ability to prioritize and manage multiple tasks and projects in a fast-paced environment. Able to deal with changing priorities.
5. Ability to employ critical thinking and problem-solving techniques. Able to work independently on research, time sensitive data and projects. If unable to resolve certain issues, can demonstrate a willingness to actively engage other support teams to drive towards resolution.
6. Strong project management skills, including the ability to finish a project on time, strong attention to detail, strong analytical skills, strong collaboration skills, and performing calmly in stressful situations.
7. Excellent communications and interpersonal skills, including the ability to communicate effectively with people with little or no IT proficiency.
8. Proactive and enthusiastic in approaching challenges
9. Experience with: Microsoft technology solutions, VMWare; HPE hyper converged technology; migration to Azure; migration Power Apps; infrastructure planning from WAN, LAN, WIFI, storage and security. Advanced VMware experience.
10. Ability to draft and manage budgets, including preparing required reports;
11. Advanced proficiency in creating presentation materials for executive review. Exercise professionally mature discretion in approach to all aspects of the job.
12. Confidentiality is a requirement of this position;
13. This job operates in a professional office environment. Suitable business attire required.
14. Willingness and ability to travel occasionally in and out of state.
15. Must not have an active record on the System for Award Management (SAM) website.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

Responsibility for Safety and Health:

1. Follow established standard and safety precautions in the performance of all duties.
2. Report to the Operations Manager any hazardous condition or equipment immediately.
3. Attend required safety trainings.

Physical Requirement:

Physical Essential Functions of the position

Bending	<input type="radio"/>	Sitting	F	N (Not applicable)
Carrying	<input type="radio"/>	Standing	O	O (Occasionally) on/off up to 3 hrs. per day
Driving	<input type="radio"/>	Talking	F	F (Frequently) on/off up to 6 hrs. per day
Handling	<input type="radio"/>	Walking	O	C (Constantly) all the time, over 6 hrs. per day
Hearing	F	<u>Lift/Carry</u>		
Keyboarding	<input type="radio"/>	20 lbs or less	<input type="radio"/>	
Kneeling	<input type="radio"/>	<u>Push/Pull</u>		
Reaching	<input type="radio"/>	12 lbs or less	<input type="radio"/>	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **IT Project Manager** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will. I understand that my employment may be terminated at-will by the facility or myself with or without notice. I further understand that should I desire to resign a four week notice is necessary, and that failure to work through that notice would lead to a loss of eligibility for rehire at York County Community Action Corporation.

Employee (print) name: _____

Employee Signature: _____

Date: _____