### General Information

<table>
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<th>Working Job Title:</th>
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<tr>
<td>IT Project Manager- 49303319</td>
<td>Information Technology</td>
<td>Specialist</td>
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<tr>
<th>Position Number:</th>
<th>Department Name:</th>
<th>SAP Organization Unit Number:</th>
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<tr>
<td>300</td>
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<tr>
<th>Employee’s Name:</th>
<th>Date of Last Update:</th>
<th>Title of Supervisor:</th>
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<tbody>
<tr>
<td></td>
<td>March 12, 2014</td>
<td>Director, IT Business Office &amp; Project Mgmt. (#299)</td>
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<tr>
<th>SAP Personnel #:</th>
<th>Last Updated By:</th>
<th>Name of Supervisor:</th>
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<tr>
<td></td>
<td>Human Resources</td>
<td>Kimberly Harper</td>
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### Position Summary

This position is responsible for assisting with services provided by the IT Project and Portfolio Management Office at the University of Nebraska Computing Services Network (UNCSN). This position plans, implements, and monitors project activities; oversees project management methodologies and practices, and mentors university staff in best practices and adopted portfolio management processes.

### Duties & Responsibilities

<table>
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<tr>
<th>% of Time</th>
<th>Essential Functions</th>
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<tbody>
<tr>
<td>75%</td>
<td>Portfolio &amp; Project Management</td>
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<tr>
<td>25%</td>
<td>Staff Development/ Mentoring</td>
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#### Portfolio & Project Management
- Manages multiple IT projects across all project phases, including initiation, planning, execution, monitoring, control and closure.
- Create, manage and track project output and plans, including but not limited to:
  - Project plans, project scope statements/charters
  - Project schedules and cost estimates
  - Risk and issue logs, change management requests
  - Status reports
- Provide ongoing project plan/status reporting for customers and management.
- Make recommendations to management about schedules, prioritization and resource allocation with input from team members.
- Defines requirements, resources and schedule for project implementation to deliver project deliverables and meet project goals and milestones.
- Assists in developing Requests for Proposals (RFP) for external services.
- Maintains project documentation.
- Assists PMO Director in project portfolio analysis, reviews and reporting
- Other duties as assigned.

#### Staff Development/ Mentoring
- Provides training and mentoring for IT staff on project management practices and methodologies
- Monitors, appraises and reviews work contributions of project team members
- Provides project management oversight to non-PMO project managers on team projects.
- Committed to support the overall goals of UNCSN and, as needed, participate in personal/professional growth to stay abreast of industry trends and changes.
Zone Definition Factors

Nature/Complexity of Work
This position requires an individual who takes initiative, and exercises sound judgment in accomplishing project management activities. Complexity of work is high. Position requires competence to manage multiple projects, at various points in the project lifecycle, with multiple sponsors and diverse technology and goals. The ability to become moderately knowledgeable of technical needs in order to problem-solve, evaluate options, and communicate status to stakeholders is critical.

Problem Solving/Decision-making
This position requires the ability to analyze and use sound judgment in determining the means/methods to perform the work and the degree to which detail and information is needed to adequately plan and manage projects. This position requires the ability to handle multiple tasks, identify and solve project issues, and demonstrate flexibility when unexpected circumstances arise, while meeting the goals and objectives of the project and customer.

Strategic Impact
Actions and decisions in this job have significant impact to the immediate and short-term performance of projects which could also impact their long-term success. The job exerts a considerable impact on project decisions and final results typically impact an entire functional area or a major university activity and has accountability for financial and project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. The overall correctness of problem solving and decisions made may not be apparent for variant periods of time ranging from hours to months depending upon the complexity of the issue.

Know How
Essential skills and experiences include: ability to plan and manage the day-to-day activities of projects and project staff; the ability to independently problem solve and analyze situations and issues exhibiting flexibility when unexpected circumstances arise; outstanding oral and written communication skills including the ability to translate complex issues into information that is concise and understandable; strong interpersonal skills; Superior time management and follow through skills; ability to multi-task and prioritize work to meet project due dates; Respond effectively to controversy and unexpected circumstances; good judgment and strong customer service skills; a professional attitude and demeanor with an understanding of the organization and its processes and protocols, particularly as they pertain to customers.

Technical Know How
Proficiency in using computer hardware and software applications is essential. Proficiency in managing projects according to project management best practices methodologies is essential. Ability to tailor project management, development and support processes to meet the needs of individual projects is critical. This position must be able to set adjust and set priorities to meet deadlines. Experience with project management information systems/tools for capturing, reporting and tracking project information, schedule, cost, status, etc. is essential. The ability to communicate appropriate information to project stakeholders through proficient knowledge of Microsoft PowerPoint, Word, and Excel, Adobe, and e-mail is required.

Interactions
Interactions are required with team members, departmental peers, campus and State of Nebraska representatives, vendors and other UNCSN customers. Ability to work effectively in a professional manner with sensitivity and diplomacy for people at various levels within an organization (technology staff, business stakeholders, end users, management) and others outside the organization. Must have the ability to work as a member of team, as well as independently, in a complex higher education environment, and with respect for confidential and sensitive
information. Must be able to succeed in a collaborative and diversified team environment. The ability to deliver presentations to customer community and administrators is required periodically.

**Leadership**

Serves as a role model, a department resource, and a mentor through leading by example and providing coaching and training; demonstrates ability to manage workload, employee relations, and other organizational objectives; is able to identify and work through obstacles that reduce department efficiency or effectiveness; serves as an advocate for the interests and needs of the business unit; fosters an optimal working environment that recognizes all the successful contributors in the department, and uses participatory decision making and encourages others to take initiative and reach their full potential.

**Supervision**

This position exercises functional supervision over project team leads and project members. This position receives indirect and limited* supervision from the Director, IT Business Office and Project Management. {*This is based on level of proficiency and years of service.}

**Minimum Qualifications**

Bachelor’s Degree in Business Administration, Management Information Systems, Project Management, Computer Science or related fields and 5 years of project management experience to include 3 years of experience coordinating and supporting IT business processes. PMP (Project Management Professional) Certification and experience with Agile project management methodologies is desired. An equivalent combination of education and experience from which comparable knowledge and abilities can be acquired may be considered.

**Physical Requirements**

1. **General Physical Requirements**  Indicate the appropriate response for an eight hour day:

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<thead>
<tr>
<th>Circle the appropriate number of hours</th>
<th>Indicate intermittent or constant</th>
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<tr>
<td></td>
<td>Intermittent</td>
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<td></td>
<td>Constant</td>
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<td>Explain</td>
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2. **THIS POSITION REQUIRES:**

   - Squatting
   - Bending
   - Kneeling
   - Reaching
     - Overhead
     - Forward
     - Low
   - Twisting
   - Crawling
   - Climbing
     - Ladder
     - Stairs
     - Other
   - Walking on rough ground
   - Exposure to changes of temperature/humidity
   - Exposure to dust/fumes/gases/chemicals

   Indicate:
   - Occasionally (less than 2 hrs daily)
   - Between 2 - 5 hrs daily
   - Over 5 hrs daily

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<th>Occasionally (less than 2 hrs daily)</th>
<th>Between 2 - 5 hrs daily</th>
<th>Over 5 hrs daily</th>
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3. THIS POSITION REQUIRES EMPLOYEE TO:
   Indicate letter in appropriate Space:  
   
   LIFT =  L       CARRY = C        PUSH = P        PULL-PL
   Less than 2 hrs  Up to 2 hrs  Between 2-5 hrs  Over 5 hrs daily
   daily  daily  daily

   11 - 24 lbs  L, C, P, PL
   25 - 49 lbs  
   50 - 74 lbs  
   75 - 100 lbs  
   * Over 100 lbs  
   * If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:
   RIGHT  LEFT  BOTH
   Keyboarding  
   Filing  x
   Other Explain: Operation of a computer mouse and telephone

5. THIS POSITION REQUIRES ATTENDANCE AT THE WORKPLACE

   Job Family Zone Questionnaire

   In Each Section, please select one answer that best describes your job:

   Knowledge Skills and Abilities:
   _____ Requires the ability to understand and apply basic job skills, knowledge of several work routines and
   the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work
   activities within own functional area. May require the operation of routine equipment/tools. [1]
   _____ Requires the ability to understand, interpret, apply and communicate information within a
   specialization and the ability to apply limited analysis in the completion of general functional procedures.
   May possess knowledge of work activities outside functional area. May require the operation of moderately
   complex equipment/tools. [2]
   _____ Requires the ability to utilize advanced information within a specialization. Within specialization,
   possesses the ability to assess/analyze situations and make adjustments to achieve desired objectives.
   Possesses knowledge of work activities outside functional area. May require the operation of complex
   equipment/tools. [3A]
   __x__ Requires the ability to apply, integrate and communicate extensive theoretical information within a
   recognized professional field. Facilitates and/or establishes the achievement of functional area objectives.
   Requires knowledge of all related functional areas. May require the operation of highly complex
   equipment/tools. [3B]
   _____ Integrates extensive theories and techniques within related or diverse disciplines to achieve results
   and/or establish overall strategic directions. Requires wide-ranging administrative and/or specialized
   knowledge. May require the operation of highly complex equipment/tools. [4]

   Problem Solving/Decision-making:
   _____ Decisions/problem resolutions are repetitive and simple and typically guided by standard operating
   policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]
   _____ Decisions/problem resolutions require gathering/reviewing information from several sources. Simple
   analysis of facts determines course of action to be taken within the limits of standard operating policies and
   procedures/practices. Tasks are varied and may cross several disciplines. [2A]
   __x__ Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or
   standard operating policies and procedures. Tasks are diversified and may require some creativity in
   dealing with unprecedented activities. [2B]
Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

x_ Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:

May provide incidental guidance to others. [1]

Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/project. [3]

Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]

Impact:

Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area. [2]
Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

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<th>Summary:</th>
<th>Zone Assignment= Specialist</th>
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<tr>
<td>Authorization:</td>
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Supervisor:

Administrator: