Program Coordinator, BTS-OTI

Category: Exempt
Pay Grade: E24
Job Code: 14627

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY
Performs administrative project and or process management work. An incumbent in this class is responsible for assisting with managing multiple minor and major technology-related projects or departmental processes using adopted best practices and frameworks such as Agile, PMBOK, and ITIL; planning and coordinating information systems activities; facilitating and resolving administrative issues associated with IT projects. Duties require a broad knowledge of data processing operations, telecommunications, technical support, networking, systems and applications programming. Work is performed under the direction and guidance of senior level staff.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Demonstrates intermediate proficiency in two or more of the departmental section disciplines: Financial Management, Project Management, Document Management, Service Management, and Asset Management.
- Demonstrates intermediate-advanced job knowledge, quality, dependability, judgment, communications and initiative with demonstrated advanced-level proficiency with the following core competencies: Analysis, Design, Business Process Improvement, Data Modeling, Development, Planning, Implementation, Test Script Development, Monitoring/Controls, Troubleshooting/Problem Solving, Documentation, and Service Motivation.
- Demonstrates leadership that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Promotes organizational change that fosters a quality of service essential to high performance. Contributes to a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Self-motivates, manages and performs personal daily activities and multiple major projects under the discipline of defined departmental business processes.
- Contributes to project plans/schedules, and coordinates requirements, tasks, work assignments, resources and critical milestones, with a demonstrated ability to focus on priority tasks.
- Identifies and analyzes major problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to problems.
- Takes ownership of assignments and cross-sectional problems and works with a team to resolve, with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers, management and customers at various levels of the organization. Prepares and delivers occasional presentations to various audiences using clear, concise and effective communication.
- Plans, coordinates, monitors, and facilitates administrative issues associated with the various projects including status updates, activity scheduling, prioritizing, training and developing consensus between management and implementation team, on project related requirements.
• Assists implementation teams and affected departments to develop an efficient change management plans for new projects, including business process assessment, training requirements, and appropriate forms of communication.

• Reviews documentation to assure completeness and compliance with established standards, agreement terms, scope and deliverables, to ensure Pinellas County and consultants meet contractual obligations; refers associated issues to management for review and direction.

• Liaison with vendors to maintain current understanding of technology offerings, trends, and associated proposals.

• Prepares preliminary budgets; monitors expenditures of allocated funds and submits monthly status reports;

• Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:
Eight (8) years of directly related professional experience related to the hiring department unit’s principal designated subject matter mission that includes one (1) year lead worker, supervisor or supervisor training; or a Bachelor level degree and 4 years’ experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):
• Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
• Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
• Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
• Acquire and maintain CJIS Certification.
• Other highly desirable knowledge, skills, abilities, and credentials relevant to a position

Knowledge, Skills and Abilities:
• Knowledge of principles and procedures of project and service management disciplines and related frameworks, and skill in their application;
• Knowledge and acceptance of public administration policies, practices and methods applicable to Pinellas county government, and ability to compile, recommend and administer budgets;
• Skill in methods and techniques relevant to information systems research;
• Skill in preparation of contract specifications, vendor negotiation, and contract management;
• Skilled in public speaking and making presentations for staff and management;
• Skill in verbal and written communication, and interpretation of unclear instructions or information;
• Ability to perform technical computations and analyses; generate reports, sort and categorize data;
• Ability to communicate technical information, and prepare comprehensive written reports that concisely convey ideas, plans, or status;
• Ability to analyze and evaluate new technical developments, new hardware and software, and applicability to organization resource utilization;
• Ability to mediate issues dealing with conflicting opinions, priorities, and agendas;
• Ability to direct, plan, supervise, evaluate work, and advise technical, professional, and administrative staff; establish and maintain effective working relationships with public officials, BCC departments, county employees and the public.

PHYSICAL/MENTAL DEMANDS
The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:
• Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
• Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
• Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
• Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
• Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
• Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
• Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
• Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

**WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.