**Reports To**: Chief Information Officer

**Job Summary:** The IT Project Manager’s primary job function is to oversee the delivery of new IT capabilities through a structured approach using common project management methodologies and tools. The IT Project Manager will also oversee the estimating and assignment of enhancement requests and work orders.

**Primary Job Duties:**

1. Designs and manages multiple projects, each requiring detailed plans, complete with work breakdown structure, requirements, risks, milestones, and execution details.
2. Conducts meetings with stakeholders, vendors, and workers, acting as facilitator, lead communicator, and documentation expert.
3. Oversees the capture and documenting of user requirements, functional specifications and application flows for projects, enhancements, and reports.
4. Works with project teams to create, revise, and update the master schedule while understanding resource allocation, effects of changes, deficiency needs and time constraints.
5. Manages estimates for applications requests and assigns approved requests to appropriate staff, and monitors through delivery.
6. Follows the Software development lifecycle (SDLC) for all applications projects, enhancements, and reports.
7. Exemplifies excellent customer relations with employees by showing courtesy, friendliness, helpfulness, and respect.
8. Provides for on-going training, education, and support for system users and IT staff.
9. Carries out all the above duties for all site locations of [CHC].

**General Duties and Responsibilities:**

* 1. Performs other duties and tasks as assigned by supervisor.
  2. Expected to meet attendance standards and work the hours necessary to perform the essential functions of the job.
  3. Conforms to safety policies, general housekeeping practices.
  4. Demonstrates sound work ethics, flexible, and shows dedication to the position and the community.
  5. Demonstrates a positive attitude, is respectful, and possesses cultural awareness and sensitivity toward clients and co-workers.
  6. Keeps customer service and the mission of the organization in mind when interacting with all clients, co-workers, and others.
  7. Employees are expected to embrace, support and promote the core values of respect, integrity, trust, compassion and quality which align with the [CHC] mission statement through their actions and interactions with all patients, staff, and others.
  8. Conforms to [CHC] policies and Joint Commission and HIPAA regulations.

**Job Specifications:**

**Education:** Two year degree in related field. Bachelor’s degree in computer science or related field preferred. Experience may be substituted for education.

**Certifications:** Project Management Institute Project Management Professional certification preferred.

**Experience:** Five or more years of experience in an applications support and/or development role, three or more years of Project Management experience managing medium to large scale implementation or enhancement projects.

**Essential Technical/Motor Skills:** Ability to communicate technical information clearly both orally and in writing with people at varying technical levels. Knowledge of computer applications and equipment related to work. Strong organizational skills, working effectively in a multi-task environment, prioritizing tasks properly, and completing tasks/projects in a timely manner, providing leadership to IT staff. Excellent written and verbal communication skills. Work requires the ability to read technical manuals and information, installation instructions, troubleshooting documents and professional publications.

**Interpersonal Skills:** Excellent customer service skills. Ability to build and work in a collaborative team work environment. Strong interpersonal/communication skills with the ability to develop and maintain effective working relations with peers, patients, other agencies, contracted providers, and the public. Ability to work well independently, provide leadership, learn quickly and adjust work assignments in response to system changes. Ability to work in a fast paced environment and remain flexible under stressful situations.

**Essential Physical Requirements:** Work is normally performed in a typical interior/office work environment. Requires exerting up to 25 pounds of force occasionally in order to move objects, utilizing safe practices. Requires frequent: standing sitting, walking, and fine hand dexterity. Requires occasional: lifting, carrying, reaching, handling, bending, twisting, crouching, stooping, reaching, grasping, moving, crawling, kneeling, and crouching for maintenance of PC’s and other devices. Must have continuous ability to read forms, computer screens, correspondence and other documents.

**Essential Mental Abilities:** Ability to analyze problems and develop solutions, read and interprets technical materials, and the ability to be organized and attentive to detail. May be required to be on call to solve technological and operational problems. Knowledge of clinical policies and procedures. Ability to exercise independent judgment and reason objectively. Ability to assess, project and plan for clinic needs. Ability to document concisely, accurately and timely. Must be able to pay attention to detail, manipulate/ interpret numbers, perform calculations and explain processes to staff. Must be able to handle a variety of duties which may be interrupted or changed by immediate circumstances.

**Essential Sensory Requirements:** Must have ability to see, hear, feel, and verbally communicate on a continuous basis. Ability to read computer keyboard, monitor, and documents. Prepare and analyze documents. Read extensively. Receive and convey detailed information orally, by telephone and in person. Convey accurate and detailed instructions by speaking to others in person and by telephone.

**Exposure to Hazards:** May be exposed to electrical shock. Worker is subject to inside environmental conditions on a frequent basis with moderate noise. May be exposed to outside working conditions when traveling to other work sites.

**Blood/Fluid Exposure Risk:** Category III: Tasks involve no greater exposure to blood, body fluids, or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

**Age Specific Competency:** Position does not involve patient care. Position will demonstrate general knowledge and skill to effectively communicate and provide safety measures to all life cycles.