



City of Sunnyvale

## Information Technology Manager - PMO

<b>SALARY</b>	\$172,706.00 - \$215,883.00 Annually	<b>LOCATION</b>	Sunnyvale, CA
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	24-00179
<b>DEPARTMENT</b>	Information Technology	<b>DIVISION</b>	Office of Project Management
<b>OPENING DATE</b>	09/13/2024	<b>CLOSING DATE</b>	10/7/2024 5:00 PM Pacific

### Description

**INFORMATION TECHNOLOGY MANAGER**  
**Project Management Office Division**  
**Regular Full-Time Employment Opportunity**

**The final filing date is Monday, October 7, 2024, at 5:00 pm or after receiving 100 qualified and completed applications, whichever is first.**

The City of Sunnyvale is seeking a driven, tech-savvy, service-oriented, visionary leader to elevate and manage the Information Technology Department's Project Management Office (PMO) Division while being hands-on in driving successful execution of projects. This Division focuses on project delivery, portfolio and project management, strategic alignment, business process redesign, Request for Proposals (RFPs), requirements definition, and analysis. The ideal candidate will have a proven track record of program management, implementing effective governance to improve internal efficiencies and resource management. They have a strong passion for customer service, process improvement, execution of strategic initiatives and operational enhancements. As an Information Technology Manager, you will be joining a highly service-oriented team of technical professionals and leadership team who are passionate about our customers, community, and technical solutions.

### Benefits:

- City contributes 4% of the 7% employee contribution to California Public Employees' Retirement System (CalPERS) for classic members
- City contributes 2% of an employee's gross pay to a deferred compensation plan
- City provides fully employer-paid medical, dental, and vision benefits.
- California Public Employees' Retirement System (CalPERS) Pension
- 11 paid Holidays, plus 30 hours\* of Floating Holidays and 60 hours\* of Management Leave (\*Prorated based on date of hire)
- Paid Time Off (PTO) accruals
- Retiree medical benefit
- The City does not participate in Social Security
- Potential hybrid schedule after probationary period
- Onsite gym

**The ideal candidate will have:**

- Experience implementing or establishing a Project Management Office (PMO) or set of project management standards across an organization.
- Experience with PMI-based Project Management, Portfolio Management and Program Management Methodologies; PMP, PgMP and/or PfMP certified a plus.
- The ability to build consensus and help other departments uphold the standards and priorities of the PMO.
- Work experience with implementing major, complex systems or business process changes.
- Work experience coaching and mentoring staff and establishing staff performance goals and improvement plans.
- Work with various levels of customers to provide guidance on defining requirements and establishing project scope.
- Experience utilizing Project Portfolio Management (PPM) tools to provide oversight and management of all IT projects across an organization.
- Knowledge and experience with change management and how to help clients and support teams transition from projects to operations.
- Knowledge of LEAN Business Process Re-Engineering, Kaizen or SixSigma principles
- Experience with establishing performance-based metrics and KPIs.

#### **DEFINITION:**

Under administrative direction of the Chief Information Officer (CIO) / Director of Information Technology, plans, organizes, directs, and coordinates the activities of a major operational division or function of the Information Technology (IT) Department, and performs related work as required. Currently, three such divisions exist:

- The Applications and Analytics Division delivers secure and reliable IT applications and reporting tools. These include on premise, hosted (vendor and/or cloud), and software as a service (SaaS) solutions.
- The Infrastructure Division provides the City with a stable IT infrastructure (radio, telephone, server and storage) and connectivity support. This includes oversight over the department's field technicians, centrally managed service desk, client support services, IT security, and the City's Co-Location facility (i.e., data center) and disaster recovery site.
- The Project Management Office (PMO) manages a portfolio of Citywide and department-specific IT projects. The PMO uses Project Management Institute (PMI) best practices, assesses needs, conducts research, establishes standards, and develops project timelines with cost estimates.

#### **DISTINGUISHING CHARACTERISTICS**

Positions in this classification are responsible for developing, administering and evaluating the operations of a major division of the Information Technology Department, such as applications development, business systems support, business intelligence/report writing; or infrastructure support, IT security; or portfolio / project management; and customer service. Incumbents are expected to independently perform specialized analysis and research on new and current program functional activities. This classification exercises direct supervision over professional, and technical support staff. The Information Technology Manager is responsible for assisting the CIO / Director of Information Technology in the management of the Information Technology Department, carrying out the mission of the department and implementing the IT Strategic Plan.

#### **Essential Job Functions**

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*(May include but are not limited to the following):*

- Manages one or more of the functions of the Information Technology Department, including, application development, configuration and maintenance; application and database upgrades; database administration; systems maintenance and troubleshooting; systems security administration; report generation; maintenance of specialized software; network administration (data/voice); server and storage administration; centralized information technology and computer support; consolidated communication operations; IT security management; cybersecurity protection and awareness; wireless communication operations; service desk operations; development of project management protocols, project management, assistance and oversight, portfolio management and reporting; customer training, knowledgebase, and general IT support.

- Evaluates divisional work programs and activities; formulates and recommends improvements; works with other divisions to coordinate workflow and business processes; develops and adapts work methods and procedures to meet divisional and department needs.
- Serves as a resource to City staff regarding informational technology policies, procedures and practices; consults with department directors and managers on business intelligence and information technology needs, capabilities and problems; conducts research and analysis of complex technical issues; makes recommendations to increase operational efficiencies.
- Participates in assessment of hardware and software needs and acquisition; participates in design review of complex or critical applications, new development or modifications; evaluates major products for efficiency and effectiveness; directs analysis of applications software for overall functional capability, operational efficiency and maintainability; and, recommends software replacement or major revisions.
- Develops and prepares reports and correspondence for technical and departmental staff, and Elected Officials.
- Assists with department budget preparation, analysis and administration; oversees and monitors the yearly division budget and expenditures; approves invoices and purchases.
- Participates in the development, implementation and maintenance of division goals, objectives, policies and procedures; assists in the evaluation, development and implementation of department or City-wide goals, objectives, strategic direction, policies and procedures; analyzes and recommends strategies to improve the effectiveness of the organization.
- Plans, assigns, coordinates, directs and evaluates the work of assigned division staff; reassigns staff as necessary to address critical problems and resolve issues.
- Maintains expertise in City standard hardware and software products, and awareness of current advances in technology as they relate to City needs, goals and objectives.
- Represents the Information Technology Department in interdepartmental, interagency and public meetings; participates in IT Governance; serves on committees and task forces, as assigned; establishes and maintains a customer service orientation.
- Actively participates in and continuously focuses on the reassessment and improvement of current City business and information technology needs and processes.
- Directs technology projects using industry best practices and Project Management principles, assists other departments in technology implementation projects; manages portfolios of projects and provides portfolio / program updates
- Establish and maintain relationships with third parties/vendors
- Adhere to change management standards and operations
- Successfully manage the relationship with the client and all stakeholders
- Manages performance measures and key performance indicators (KPIs) applicable to their division and supports the IT Strategic Plan.
- May act as the Chief Information Officer / Director of Information Technology in his/her absence, as assigned.

If assigned to the Project Management Office, may perform any combination of the following:

- Manage the portfolio(s) of IT projects across the City
- Design and implement IT project management protocols for the City
- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability, capacity planning, and allocation
- Develop detailed project plans to monitor and track progress
- Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques
- Measure project performance using appropriate tools and techniques
- Perform risk management to minimize project risks
- Coordinate and manage change management activities and project-to-support transition
- Create and maintain comprehensive project documentation

## **WORKING CONDITIONS**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping

in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

## Minimum Qualifications

### Education and Experience

*The minimum qualifications for education and experience can be met in the following ways:*

- A Bachelor's degree or four years of full-time post-secondary education from an accredited college or university with concentration in computer science, information technology, computer engineering, engineering, informatics, web science, business information systems or related field AND five years of technical or professional level experience in a private or public sector position which includes three years of supervisory experience of a technical team; OR
- An Associate's degree or have completed 60 semester or 90 quarter units at an accredited college or university in business information systems, computer science, information technology, software information systems or related field AND ten years of technical or professional level experience in a private or public sector position which includes three years of supervisory experience of a technical team; OR
- A Technology Certificate from an accredited college or trade school in information technology, computer and information research science, computer engineering, computer applications, web technologies, computer information systems, application development, database design, programming, network architecture, network and computer systems administration, telecommunications administrations, electronic engineering technology, technology project management or related field AND ten years of technical or professional level experience in a private or public sector position which includes three years of supervisory experience of a technical team; OR
- At least ONE of Project Management Professional (PMP), Program Management Professional (PgMP), Cisco Certified Internetwork Expert (CCIE), Certified Information Systems Security Professional (CISSP), Certified Cloud Security Professional (CCSP), Certified Information Systems Auditor (CISA), Certified Information Security Manager (CISM); AND TWO of Professional in Business Analysis (PMI-PBA), Agile Certified Practitioner (PMI-ACP), Certification in Capability in Business Analysis (CCBA), Oracle Certified Professional (OCP), NetApp Certified Implementation Engineer (NCIE), Palo Alto Networks (PAN) Accredited Configuration Engineer (ACE), Cisco Certified Network Associate (CCNA) certificate, VMWare Certified Professional (VCP), Cisco Certified Design Associate (CCDA), Microsoft 365 Certified: Enterprise Administrator Expert, Microsoft Certified: Azure Solutions Architect Expert, Microsoft Certified: Azure DevOps Engineer Expert; Microsoft Certified: Dynamics 365+ Power Platform Solution Architect Expert, Microsoft Certified: Dynamics 365: Finance and Operations Apps Solution Architect Expert, Capital Asset Pricing Model (CAPM), Risk Management Professional (PMI- RMP), Project Scheduling Professional (PMI-SP), SQL Certification or Certified Business Analyst Professional (CBAP) certificate, CompTIA Security+, Certified Ethical Hacker, AND ten years of technical or professional level experience in a private or public sector position which includes three years of supervisory experience of a technical team;

NOTE: A Master's of Science degree in Computer Science, Computer Engineering, Computer Information Systems, Public Administration, Business Administration or related field may be substituted for one year of experience.

### Knowledge, Skills and Abilities

#### Working knowledge of:

- Principles and practices of current information technology, development/configuration and administration including the Information Technology Infrastructure Library.
- Principles of Information Technology security including requirements for law enforcement, HIPAA, and PCI compliance for payment card related systems.
- Principles and practices of current business systems and administration.
- Principles, practices and techniques of program and systems analysis, planning, development, administration, and evaluation.
- Principles, practices and techniques of leadership and supervision, mentoring/coaching, training, and staff development.
- Principles, practices and techniques of customer support management.
- Portfolio management, project planning, and management techniques.
- Change management principles and practices.
- Management principles and practices, including program budgeting and management, oversight and monitoring.
- Research methods and statistical analysis.
- Methods and techniques of record keeping, report preparation and business writing.
- Applicable federal, state and local laws, codes and regulations related to area(s) of assignment.
- Advanced working knowledge of the job functions related to the assigned division.

### **Ability to:**

- Coordinate and effectively manage all aspects of a multifunctional division.
- Exercise initiative, ingenuity and sound judgment in solving difficult administrative, technical and personnel problems.
- Understand and interpret concepts, goals, principles and practices of business information systems.
- Research and analyze complex information technology issues, develop and implement appropriate responses.
- Advise City departments and divisions regarding appropriate and effective information technology solutions.
- Learn more complex principles, practices, techniques and regulations pertaining to assigned duties.
- Develop and implement revisions to standard operating procedures to improve effectiveness and/or to comply with policy changes, as appropriate.
- Read, interpret, analyze and record data accurately.
- Prepare clear and concise administrative and technical reports for City staff and Elected Officials.
- Explain and implement applicable policies, codes and regulations related to area of assignment.
- Plan, coordinate, schedule, direct and evaluate the work of divisional and assigned staff.
- Manage contracts and third party / vendor relationships.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing, including communicating technical information in non-technical terms.
- Ensure that the City's philosophy of customer service is understood and carried out in all forms of communication.
- Simplify complex computer systems and business processes to create efficient services for employees of the city and the public.
- Observe safety principles and work in a safe manner.
- Perform related duties, as required.
- Advanced ability to perform and manage job functions related to the assigned division.

### **License/Certificate**

Possession and continued maintenance of a valid Class C California driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

### **DESIRABLE QUALIFICATIONS**

- Work experience in the private and public sector.
- Work experience in the development and administration of enterprise architectures.
- Work experience with the support of Cloud-based and vendor-hosted software applications and integration of those systems.
- Knowledge of municipal computer applications including Land Management/Permitting systems, Public Safety systems, Computerized Maintenance Management systems.

- Knowledge of major IT systems such as Enterprise Resource Planning (ERP), Work Order systems and Geographic Information Systems (GIS).
- Work experience in IT security, data storage, networking, data center management and public library systems and infrastructure.
- Master's in Public Administration (MPA).
- Project Management Institute Project Management Professional (PMP) certification.
- Information Technology Infrastructure Library (ITIL) certification.

## Application and Selection Process

### APPLICATION PROCESS

If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources no later than **5:00 pm on Monday, October 7, 2024, or after receiving 100 qualified and completed applications, whichever is first. Candidates are asked to fully describe any training, education, experience, or skills relevant to this position; resumes are not accepted in lieu of an application.** Electronic applications may be submitted online through the City's employment page at [Sunnyvale.ca.gov](http://Sunnyvale.ca.gov) and click on JOBS. Late or incomplete applications will not be accepted.

### EXAM PROCESS

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the oral examination process scheduled for **Wednesday, October 16 and/or Thursday, October 17, 2024.** (Note: The examination process may be changed as deemed necessary by the Director of Human Resources.)

### SELECTION PROCESS

Those candidates that receive a passing score on the examination will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. **Top candidates on the eligibility list will be invited to participate in a selection interview with the department tentatively scheduled for Friday, October 25, 2024.**

Any candidate that is selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a background history check, as well as a medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting work, all newly hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination. Positions which are covered by the Department of Transportation regulations are required to submit to a pre-employment drug test and to random drug and alcohol testing.

### INFORMATION ABOUT PROOF OF EDUCATION

Please note: Any successful candidate, selected by the hiring department will be required to submit proof of education (i.e. copy of the diploma or college/university transcripts).

### ADDITIONAL INFORMATION

Positions in this job classification are represented by the [Sunnyvale Managers Association \(SMA\)](#).

For assistance on how to fill out your job application, watch the following video:

- [How to Apply for a City of Sunnyvale Job](#) - YouTube (5:13)

The information contained within this announcement may be modified or revoked without notice and does not constitute

either an expressed or implied contract.

*The City of Sunnyvale is an Equal Opportunity Employer. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), color, sex (includes gender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), gender identity and/or gender expression, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.*

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**Agency**

City of Sunnyvale

**Address**

456 W. Olive Avenue

Sunnyvale, California, 94086

**Phone**

408-730-7490

**Website**

<https://sunnyvale.ca.gov>

## Information Technology Manager - PMO Supplemental Questionnaire

### \*QUESTION 1

**Instructions for completing the supplemental questionnaire:**

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

***Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.***

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the education, work experience, Certificates/Licenses section of the job application form. Please note the information provided in the supplemental question will not be accepted in lieu of completing the work experience section of the application.**

Resumes may be attached, but they will not be accepted in lieu of completing the work experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

**Your responses to the questions that require you to detail your background and experience should include the following information:\***

- The number of years of experience you have had performing the duties that you are describing;

- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

***\*Responses to the supplemental questions that indicate "see resume" are considered incomplete. By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.***

**Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.**

Yes

No

## **\*QUESTION 2**

**Please check from the following options provided below that best describes the combination of your education and experience. NOTE: A Master of Science degree in Computer Science, Computer Engineering, Computer Information Systems, Public Administration, Business Administration or related field may be substituted for one year of experience.**

A Bachelor's degree or four years of full-time post-secondary education from an accredited college or university with concentration in computer science, information technology, computer engineering, engineering, informatics, web science, business information systems or related field AND five years of technical or professional level experience in a private or public sector position which includes three years of supervisory experience of a technical team.

An Associate's degree or have completed 60 semester or 90 quarter units at an accredited college or university in business information systems, computer science, information technology, software information systems or related field AND ten years of technical or professional level experience in a private or public sector position which includes three years of supervisory experience of a technical team.

A Technology Certificate from an accredited college or trade school in information technology, computer and information research science, computer engineering, computer applications, web technologies, computer information systems, application development, database design, programming, network architecture, network and computer systems administration, telecommunications administrations, electronic engineering technology, technology project management or related field AND ten years of technical or professional level experience in a private or public sector position which includes three years of supervisory experience of a technical team.

At least ONE of the following: Project Management Professional (PMP), Program Management Professional (PgMP), Cisco Certified Internetwork Expert (CCIE), Certified Information Systems Security Professional (CISSP), Certified Cloud Security Professional (CCSP), Certified Information Systems Auditor (CISA), Certified Information Security Manager (CISM) AND TWO of Professional in Business Analysis (PMI-PBA), Agile Certified Practitioner (PMI-ACP), Certification in Capability in Business Analysis (CCBA), Oracle Certified Professional (OCP), NetApp Certified Implementation Engineer (NCIE), Palo Alto Networks (PAN) Accredited Configuration Engineer (ACE), Cisco Certified Network Associate (CCNA) certificate, VMWare Certified Professional (VCP), Cisco Certified Design Associate (CCDA), Microsoft 365 Certified: Enterprise Administrator Expert, Microsoft Certified: Azure Solutions Architect Expert, Microsoft Certified: Azure DevOps Engineer Expert; Microsoft Certified: Dynamics 365+ Power Platform Solution Architect Expert, Microsoft Certified: Dynamics 365: Finance and Operations Apps Solution Architect Expert, Capital Asset Pricing Model (CAPM), Risk Management Professional (PMI- RMP), Project Scheduling Professional (PMI-SP), SQL Certification or Certified Business Analyst Professional (CBAP) certificate, CompTIA Security+, Certified Ethical Hacker, AND ten years of technical or professional level experience in a private or public sector position which includes three years of supervisory experience of a technical team.



### \*QUESTION 3

If you meet any of the above education and experience combinations, please describe in detail your related education and experience below (e.g., how you meet the minimum qualifications mentioned above for this position).

In your response, use full sentences and not bullet-points, include the education degree, the specific technology certificate, or the specific certification you have obtained. In addition, include specific relevant work experience with the names of the agency/company, years of experience and your role/responsibilities.

If you do not have the education and experience, please indicate N/A in the box below.

**The response you provide will be used to further identify applicants who are best qualified to continue in the selection process for the position.**

### \*QUESTION 4

Please describe your leadership and supervision experience, including where you supervised, what classifications or positions you supervised, and how many staff and/or contractors you directly and indirectly supervised. In your response, please describe your leadership style and your approach to mentoring and coaching staff. If you do not have this experience, please indicate N/A below.

**The response you provide will be used to further identify applicants who are best qualified to continue in the selection process for the position.**

### \*QUESTION 5

Please describe your experience with growing the role and functions of a Project Management Office (PMO). Please include where, the size (number of staff and projects), your role, and the outcome. If you do not have this experience, please indicate N/A below.

**The response you provide will be used to further identify applicants who are best qualified to continue in the selection process for the position.**

### \*QUESTION 6

Please describe a time when you were the Project Manager and had a project that was over-budget, behind schedule or had significant risks. Please include the size of the team and a brief summary of the project. What did you do to mitigate the situation and what was the final outcome? If you do not have this experience, please indicate N/A below.

**The response you provide will be used to further identify applicants who are best qualified to continue in the selection process for the position.**

### \*QUESTION 7

Please describe a time when you had to shift the PMO portfolio and re-prioritize projects to align with a change in strategic direction or requirements. Why was the shift in priorities required? How did you approach making this change? How many others were involved in executing this change, if any? If you do not have this experience, please indicate N/A below.

**The response you provide will be used to further identify applicants who are best qualified to continue in the selection process for the position.**

\* Required Question