



We are currently accepting applications for the full-time position of:

Information Services Project Manager / Business Analyst

Starting Salary Range: \$67,882 - \$74,128
Full salary range to \$85,514
With excellent benefits

Application deadline Thursday, November 10, 2016

GENERAL PURPOSE

This position will provide both Information Technology project management support and leadership as well as work with individual departments across the Town to understand business needs and requirements and translate them into technical solutions that enhance and enable them to deliver high quality services to Town residents, visitors and others who avail themselves of municipal services.

SUPERVISION RECEIVED

Works under the general direction of the Chief Information Officer in conjunction with project specific related department/manager.

SUPERVISION EXERCISED

This position will facilitate and lead cross functional projects involving diverse Town team members as well as equipment, software, and service vendors as well as external consultants as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Work both independently and with other staff to understand business needs, challenges, and requirements. Lead the development and execution of subsequent Information Technology projects. Areas of focus may include development and application of new technologies, applications, Software as a Service (SaaS) services, vendor contracts, and Information Technology training projects.

Assist in or lead Information Services development initiatives. Facilitate change to integrate new technologies, practices and procedures throughout the municipal organization.

Assist in or lead the development of project budgets and related expense tracking. Produce reports and documents for use by the Chief Information Officer and decision makers.

Provide project management support to the organization. Facilitate and mentor project teams for major IT initiatives. Ensure that municipal employees continue to learn about and increase their use of project management concepts and tools.

Incorporate key stakeholder needs into project plans and maintain communication throughout the process.

Manage project implementation. Ensure that projects are carried out according to scope, schedule and budget.

Track and resolve problems that occur during the course of a project, reporting major issues to the Chief Information Officer and obtaining prior approval for major deviations from plans.

Ensure that selected systems, solutions and/or services meet the needs of the department(s) as developed in the needs assessments, requirements gathering process.

Communicate with vendors to define, discuss, and document departmental needs.

Lead internal requirements reviews to share and discuss functional requirements.

QUALIFICATIONS

Experience and Training Guidelines

Bachelor's degree in Information Technology, public or business administration, or equivalent work experience. Industry standard certifications in Business Analysis (CCBA, CBAP, PMI-PBA), Project Management (PMP) preferred.

Five to seven (5-7) years of increasingly responsible experience in

- Interacting with diverse business team in understanding their needs and challenges and translating them into technology solutions.
- Managing increasingly complex and diverse Information Technology projects.

or any equivalent combination of education and experience.

Knowledge of:

Industry standard and accepted methods for documenting, reporting, and communicating business requirements and processes.

Basic characteristics of information technology projects, technology infrastructure and establishing IT goals and priorities.

Principles and practices of program development, administration and evaluation; project management and organizational development; change management.

Pertinent Federal, State and local laws, codes and regulations.

Microsoft Office Suite and one or more major enterprise applications in the areas of finance, data and records management, permitting, GIS or operations management.

Proficiency with project management and business analysis best practices.

Ability to:

Develop and administer IT goals, objectives, work plans and procedures.

Plan, organize, and coordinate the work of staff; facilitate group processes and work collaboratively with project related stakeholders

Research, analyze and evaluate new Information Technology service delivery methods and techniques.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend courses of action.

Monitor project activities. Resolve conflict, report outcomes in a timely and appropriate manner, and facilitate project transition to operational status.

Effectively manage multiple priorities.

Communicate clearly and concisely, both orally and in writing. Ability to effectively communicate technology solutions to non-technical audiences.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain physical condition which permits:

- standing or sitting for extending periods of time
- operating office equipment including computer, copier and telephone
- travelling to various work locations

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- communicating with others
- reading and writing
- answering questions
- speaking in a clear and audible voice.

Maintain mental capacity that permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities
- estimating time and materials needed for projects
- evaluating the effectiveness of programs and personnel
- recommending effective policies and procedures
- prioritizing and assigning work activities
- analyzing and interpreting data and trends
- performing mathematical and statistical computations
- communicating clearly
- responding to questions

Effectively handle a work environment and conditions that involve:

- working closely with others
- working with the public
- working outside of normal office hours, as required

TOOLS AND EQUIPMENT USED

Office equipment (personal computer, computer peripherals, telephone, calculator, copier, facsimile, etc.) and passenger vehicle.

PHYSICAL DEMANDS

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit, stand, talk, hear, walk, and use hands to finger, handle or feel. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those that the employee encounters while performing the essential duties of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

Work is conducted in an open office environment, with a low to moderate noise level.

APPLICATION PROCESS

All applicants are required to complete a Town application form with a cover letter and resume. The application is available from the Internet at www.lexingtonma.gov, emailing jobs@lexingtonma.gov, calling (781) 698-4590 or by visiting the Human Resources Department. Resumes may be attached to the application form as additional information, but cannot serve as a substitute for completing the required application form.

Applicants will be required to undergo an extensive background check including CORI screening.

**Applications and resumes must be received in the
Town's Human Resource Department
By Thursday, November 10, 2016**

The Town reserves the right to modify the application deadline, and/or accept applications after the deadline, to best serve the interest of the community.

After the deadline all applications will be reviewed and the most highly qualified candidates will be invited to one or more interviews. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department.

Questions regarding this hiring process should be addressed to the:
Human Resources Department
Town of Lexington
1625 Massachusetts Avenue
Lexington, MA 02420
(781) 698-4590
