**Class Summary**

The IT Program/Product Manager oversees one or more highly complex and/or enterprise-wide products and/or initiatives that will significantly transform the operations of one or more King County agencies. This role will manage large product teams and provide overall ongoing direction for the technology development components, including: product estimation, budget management, scope and delivery strategy definition, establishing milestones/schedules, owns status updates and reports, responds to a high level of reporting oversight as needed for compliance, security, and other regulatory requirements; monitors progress of all team members; and consults with highly visible and/or political stakeholders. The IT Program/Product Manager works under limited supervision with considerable latitude for the use of initiative and independent judgment.

**Distinguishing Characteristics**

This is a single-level classification. This classification is distinguished from the IT Manager - Principal classification in that incumbents in the IT Manager - Principal act on behalf of division directors and deputies with the highest level of delegated responsibility and accountability and oversee Senior IT Manager(s), IT Managers, and/or individual contributors, as it defines the costs for implementation and ongoing support for large capital projects.

This classification is distinguished from the IT Project Manager – Senior classification in that incumbents in the IT Project Manager – Senior lead multiple system maintenance, support, development, production operations, delivery, and/or business resource planning (ERP) business functional/technical areas through IT Managers, managed service providers, and/or individual contributors.

This classification is distinguished from the Principal Technology Strategist classification in that incumbents in the Principal Technology Strategist deliver insights supporting key business decisions, strategic initiatives, and product organization through identifying value-creation opportunities across the business.

**Examples of Duties**

1. Provide internal consulting to senior management and elected officials related to business needs, solution options, technology alternatives, operational impacts, project costs, and strategic planning for achieving stated product objectives.
2. Develop and update detailed project/product plans and schedules; collaborate with the business to define project/program scope; and manage effects on related sub-projects.
3. Review and consolidate all project plans within a product; consolidate and assess risks and impacts, costs, sequencing, and change management.
4. Lead project managers and business analysts to align project scope with product solutions.
5. Manage large and complex budgets and funding releases.
6. Work with senior management to define change readiness plans for business units including changes to staffing models and to create staffing plans related to education, training, and/or employee transition.
7. Assess and manage client interaction and communication effectiveness; partner with the Customer Success Managers to ensure that the product outcome reflects the goals of the client.
8. Develop new project/product standards, procedures, and action plans for continuous improvement. Create strategic roadmaps to address product solution management.
9. Meet regularly with the project/product team to gather work statuses, discuss obstacles, provide advice, guidance, encouragement, and constructive feedback; establish individual and organizational objects that align with business goals; and document and present performance assessments.
10. May manage 3 or more scrum teams.
11. Oversee Project Managers within their product and provide feedback on performance reviews for Project and/or Product Managers within program.
12. Coach and mentor IT Project Managers.
13. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 08/2022 - Created |