



The San Diego Association of Governments invites applications for the position of:

technology program manager

A job at SANDAG is guaranteed to stimulate your mind, expand your skills, and accelerate your professional development. We are committed to recruiting highly talented individuals who are dedicated to working on important issues and passionate about making significant contributions that improve the lives of people all around the region. We look for people who have extraordinary leadership and vision; people who drive change and produce results; people who take ownership of projects and never settle for "good enough."

SANDAG values and rewards continuous improvement. We offer a fulfilling work environment that will challenge your capabilities. And it is a place where you can take ownership of the next steps in your career while being supported with opportunities, tools, and resources that will allow you to be successful.

This position is Open Until Filled.
The first review of applications will begin on February 1, 2019
Expected start date: April 2019



Technology Program Management Office

The Operations department is a service delivery organization that adds value to the region through programs and services that improve mobility, enhance the capabilities of local agencies, and enable SANDAG employees to perform their work using Information Technology services.

The Technology Program Management Office (TPMO) is a newly formed division within the Operations department that transforms business needs into information technology (IT) solutions through IT governance and effective project management. The Office leads the agency's IT Governance program, supports the activities of the IT Steering Committee, maintains the IT and Intelligent Transportation Systems (ITS) inventories of work, and provides leadership for IT and ITS project managers. The TPMO establishes standards and provides training on the use of the tools and services, and helps the agency ensure efficiency and collaboration through file sharing, document storage, discovery, and retention. The TPMO guides activities to ensure technology implementation meets the needs of the business and consistently delivers quality business outcomes, on time and within budget.

Technology Program Manager Role

The Technology Program Manager will manage the newly formed Technology Program Management Office (TPMO) and ensure IT programs and projects meet organization goals and requirements. This position will guide the development and implementation of TPMO processes and policies, coordinate activities among the project management staff, support the Information Technology Steering Committee, and work with department managers to define, prioritize, and develop projects and programs.

The primary workplace will be the SANDAG office in Otay Mesa.

Job Responsibilities

The Technology Program Manager position is ideal for an experienced individual with a strong interest in applying his/her expertise in the oversight and delivery of IT solutions. We anticipate significant career development will occur while working on the types of duties and responsibilities described below and through mentoring and close collaboration with agency executives. Examples of primary responsibilities include:

- Provide senior-level project management and technical advisor responsibility for planning, design, implementation, maintenance, and documentation of applications, databases, and information systems; lead efforts to expand and enhance mobile technology offerings.
- Drive the implementation of an IT governance strategy across the agency and provide staff support to the IT Steering Committee; report project/program/portfolio status to the Steering Committee.
- Create dashboards, visualization templates, and additional metrics to monitor and control projects within the TPMO;

manage the project implementation request process including developing draft budgets, schedules, and prioritizing requests.

- Collaborate with the IT Steering Committee, SANDAG departments, users, and vendors to develop user requirements, design specifications, and identify project deliverables; prepare MOUs, project charters, and other agreements to document data ownership and participant roles and responsibilities.
- Coordinate a team of technical project managers to ensure standards, templates, and project management tools are consistently applied across all projects in the TPMO.
- Coordinate activities for internal project teams; identify, analyze, and develop business and user needs/requirements, develop scopes of work and specifications for contracted services, and analyze resources including project costs and benefits.
- Supervise, mentor, train, and support career development opportunities for a team of technical employees; oversee and coordinate projects assigned to the TPMO; review and evaluate work products, methods, and procedures.
- Participate as a member of the Operations department management team; develop and implement the IT strategic plan and annual work program and prepare monthly and quarterly monitoring reports on project and budget status.
- Serve as lead staff advisor to the IT Steering Committee technical working groups and support other similar committees and advisory groups; prepare and present reports to various audiences; participate on boards, project teams, and in professional group meetings.
- Prepare Requests for Proposals (RFPs) including scopes of work and project budgets; evaluate competitive project proposals and participate in the selection of consultants; oversee and administer contracts.

- Create project plans, ensure projects progress on schedule, within the prescribed budget, and at a consistently high level of quality; ensure projects are completed in adherence and deliver regular project status reports; coordinate the analysis and approvals required for budget and/or schedule changes; communicate changes with other departments and agencies.
- Ensure technological consistency across SANDAG technology groups by maintaining clear processes and standards consistent with the recognized project/program/portfolio national standards; evaluate new and improved technologies for the most effective and efficient use by SANDAG and other regional public agencies.
- Represent SANDAG interests; explain, justify, and defend actions and program direction; negotiate and resolve sensitive, significant, and controversial issues.

Experience and Qualifications

Numerous factors contribute to an individual's ability to be successful in any given role. For this position, we are searching for a candidate who has outstanding technical and analytical skills, as well as demonstrated team leadership abilities and project management expertise for technical projects/programs. Superior organizational capabilities, the ability to work collaboratively and build consensus with a variety of end-users/customers, and excellent communication skills are key characteristics for this position.

The minimum education, training, and experience qualifications include a bachelor's degree with major course work in information technology or a related field, and a minimum of seven years of recent experience developing, implementing, and maintaining major information technology projects, preferably in a public-sector environment, including two years of supervisory experience. Certification as a PMP, PgPM, or PfMP from the Project Management Institute (PMI), and/or an advanced degree is desirable.

The following information describes the specific types of career experiences that are most relevant to this position.

- Demonstrated knowledge and experience providing administrative, management, and professional leadership and direction for a comprehensive technology service program.
- Demonstrated ability to develop and implement enterprise scale information technology projects; demonstrated experience monitoring project performance measures including budget, schedule, resource requirements, and risk; experience with the development of technical standards, user requirements and system design, and preparation of project and system documentation.
- Demonstrated experience implementing formalized governance processes and procedures and using standard frameworks for IT governance such as ITIL or COBIT 5.
- Experience with all facets of formalized project management including initiating, planning, monitoring, and controlling; understanding of program and portfolio management, and operations of a project management office; experience with formalized change management that reduces the risk profile of changes.
- Experience coordinating project teams and monitoring work performance; experience providing project coordination, project control, and support for assigned initiatives.
- Experience coordinating projects through consultants; experience with the development of RFPs, scopes of work, budgets, and schedules, consultant selection, and contract management; experience managing consultants to ensure projects are completed on time, within budget, and at a high level of quality.
- Understanding of the principles and practices of budget preparation and control; ability to prepare and administer large budgets; demonstrated ability to meet program and project goals in a timely manner and within budget.
- Experience supervising and evaluating the work of technical employees; experience evaluating internal business processes and balancing workload with staff resources; experience providing leadership and direction for assigned programs; ability to delegate authority and responsibility.
- Demonstrated ability to analyze issues, evaluate alternatives and reach sound, logical conclusions and actionable recommendations; ability to research, analyze, and evaluate new information management and sharing technologies and protocols; ability to work with executives and leaders in developing and carrying out initiatives.
- Ability to communicate technical information effectively, both orally and in writing, to a broad range of audiences; ability to prepare clear and concise administrative, technical, and informational reports; ability to prepare and deliver public presentations and recommendations to a variety of audiences with diverse viewpoints such as upper management, member agencies, Boards, community groups, and other audiences.
- Proficiency with the Windows operating system and Microsoft Office applications, including Project, Access, Word, and Excel.
- Candidates must pass a pre-employment criminal background check; periodic background checks will be a condition of ongoing employment. The selected candidate also can anticipate a driving record check upon hire, and approximately annually thereafter.



About SANDAG

SANDAG is one of the most recognized regional agencies in the nation with responsibilities that cover a broad range of complex, interrelated program areas connected by a quality of life theme. We are best known for our efforts related to transportation and this role continues to expand as we push beyond traditional boundaries to deliver a state-of-the-art transportation system for the region. In recent years, leadership in areas such as comprehensive land use and environmental planning, public safety, and modeling and data systems also have earned SANDAG much acclaim. With an employee group about 375 strong, we work for our Board of Directors - mayors, city council members, county supervisors, and other leaders representing the jurisdictions within the San Diego region and neighboring areas. They play the important role of making policy decisions that shape the future of the region. Our collaboration with stakeholders, partners, and the community, the precision of our data, the completeness of our reports and studies, and our sound recommendations are essential components of the regional decision-making process.

Salary and Benefits

SANDAG rewards the efforts of its employees with a comprehensive compensation package. Competitive salaries are supplemented with a flexible offering of health, financial security, and time-off benefits to meet the work and life needs of employees and their families.

The Technology Program Manager is considered a Principal-level role and has an annual salary range of \$82,989 to \$132,783; the starting salary will depend on the qualifications and experience of the selected candidate.

Our benefits include traditional health, dental, and vision insurance as well as employee assistance, wellness, and work/life balance programs. Retirement and financial security benefits are provided through a pension plan and deferred compensation program. To support the need to rest and rejuvenate, employees are provided with a bank of paid time off in addition to paid holidays.

How to Apply

We encourage all interested candidates to apply for this position by completing a SANDAG Employment Application form. Resumes, cover letters, and work samples may be submitted in addition to the Employment Application but are not a substitute for this document.

The Employment Application can be downloaded in PDF format from the SANDAG website. Alternatively, a copy can be requested by calling (619) 699-1900 or emailing hr@sandag.org. Completed applications and related materials can be submitted via email, fax, regular mail, courier, or delivered by hand. See our *Careers / How to Apply* webpage for additional information.

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In compliance with the Americans with Disabilities Act (ADA), SANDAG will accommodate persons who require assistance in order to apply for a position at SANDAG. Applicants requiring an accommodation due to a disability during any stage of the recruitment and selection process, including requesting this document and related application materials in an alternative format, should make their needs known by contacting Human Resources at (619) 699-1900, (619) 699-1904 (TTY), fax (619) 699-6905, or hr@sandag.org.

Additional Application Requirement

To help us further evaluate the skills and experience of individuals interested in this position, applicants are asked to respond to the Supplemental Question below. The information can be up to 500 words in length and should be submitted with the Employment Application. This is considered a required component of the application; applications received without a response will be screened out of the selection process.

Supplemental Question

Prepare a statement summarizing an enterprise level technical project or portfolio of projects you completed that had multiple project deliverables and involved complex requirements, impacted business processes, and involved change management procedures. If you encountered any significant challenges during the project, explain what you did to overcome them.

Candidate Selection and Notification

Following the first review date for applications, candidates will receive written confirmation that their application has been received. The hiring manager will begin reviewing and evaluating applications within a few days of the first review date. Based on this evaluation, the best qualified candidates will be invited to continue in the selection process. All candidates will receive written notification as to the final outcome of their application.

Further Information

The SANDAG website contains a wealth of information about our various project and program areas. The Careers section of the site lists all of our current Job Openings as well as information on how to apply for positions and Frequently Asked Questions about our recruitment process.

In compliance with the Immigration Reform and Control Act of 1986, applicants hired by SANDAG must show acceptable proof of identity and evidence of authorization to work in the United States.