COUNTY OF COOK

Bureau of Human Resources
118 N. Clark Street, Room 840
Chicago IL 60602

Job Code:	0028
Job Title:	Program Manager
Salary Grade:	24
Bureau:	Technology
Department:	Enterprise Technology
Dept. Budget No.:	009
Position I.D.:	9518477

Shakman Exempt

Characteristics of the Position

General Overview

The Program Manager assumes responsibility for the strategy, development and implementation of performance management initiatives for the Bureau of Technology. The Program Manager assumes responsibility for assisting in the design and managing activities in a designated program area. Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues. This position serves in a confidential advisory role reporting to the Chief Information Officer.

Key Responsibilities and Duties

Analyzes current programs to understand its content and outcomes.

Researches industry trends and solution options.

Proposes program strategy, identifies component deliverables, delivery dates, performance metrics, and resources required to effectuate the program and policy initiatives.

Monitors and directs all day-to-day operations related to new programs and policy initiatives.

Develops various reporting systems to represent program activities, program expenses, and program outcomes. Offers recommendations related to changes in operations to maximize program effectiveness.

Confers with Director Application Development and Management and the CIO and represents the program and the department in meetings with other County departments.

Represents the office from a performance management perspective at a variety of internal meetings, public, business and organization meetings; fosters collaborative working relationships to the benefit of the program and the department.

May perform other work related to the program as assigned, including developing analysis, policies, procedures, and training materials.

Knowledge, Skills and Abilities

- Knowledgeable of business operations with experience leading project teams;
- Proven depth of knowledge, with demonstrated expertise in developing strategic programs, compliance programs, remediation programs, and collaborative programs that support large publicly funded projects;
- Proven project management skills;
- Experienced in managing a variety of project teams, including project teams comprised of internal employees, vendors, consultants, public/private partners, geographically disbursed project teams, and combinations thereof.
- Ability to implement program/project improvements through individual experience or through the use of focus groups, information exchanges, employee surveys, public hearings, etc….
- Ability to manage a variety of project teams, including project teams comprised of internal employees, vendors, consultants, public/private partners, geographically disbursed project teams, or combinations thereof.
- Excellent written and oral communication skills.
- Skilled in leading change management initiatives.

Minimum Qualifications

Possession of a high school diploma or GED certificate PLUS ten (10) years of experience in the field of information technology **OR** graduation from an accredited college or university with a Bachelor's degree plus five (5) years of experience in the field of information technology.

Preferred Qualifications

Master's Degree.

Prior supervisory or managerial experience.

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The duties listed are not set forth for purposes of limiting the assignment of work. They are not be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.