

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### User Experience Project Manager

**Department:** Administration

**Pay Grade:** 512

**FLSA Status:** Exempt

**Job Code:** A122

#### JOB SUMMARY

The purpose of this classification is to support the Division of Information Technology in promoting visibility and accountability between the IT staff and end users, as well as planning and organizing data projects from inception to completion by managing time, resources, and scope of projects.

#### ESSENTIAL JOB FUNCTIONS

- Prepares software and system training documentation.
- Manages documentation and end user accessibility to IT reporting and guides managing and using tools such as SharePoint
- Assists with Help Desk system design and content.
- Responsible for training video production.
- Manages communications for department
- Captures and analyzes help desk stats.
- Manages projects end to end, ensure projects stay on track, reports status to management
- Sends requirements surveys.
- Prepares or completes various forms, reports, correspondence, agendas, meeting minutes, resolutions, proclamations, invoices, or other documents.
- Supervises and directs assigned staff.
- Operates a personal computer, general office equipment, audio/visual equipment, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, e-mail, Internet, or other computer programs.
- Maintains an awareness of new trends and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Provides assistance to other employees or departments as needed.

- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Requires a Bachelor's Degree in a closely related field; two (2) years of related work experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Licenses or Certifications:**

- Possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

#### **Special Requirements:**

- None

#### **Knowledge, Skills and Abilities:**

- Ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

### **PHYSICAL DEMANDS**

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, and visual cues or signals. Some tasks require the ability to communicate orally.

### **WORK ENVIRONMENT**

Work is regularly performed with exposure to adverse environmental conditions, such as traffic hazards.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*