City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>IT Customer Liaison</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>ITPM</td>
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<tr>
<td>Pay Grade:</td>
<td>20</td>
</tr>
<tr>
<td>Date Revised:</td>
<td>12/14/2020</td>
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<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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**General Summary:** This position is responsible for providing technical project management for the Information Technology division and providing support to IT management. This role is responsible for overseeing and managing IT project progress, resources, and timelines.

**Essential Duties and Responsibilities:**

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Plans, coordinates, directs, and designs the major IT related projects of the organization.
- Reviews project plans, specifications, and prepares and maintains project schedules.
- Works closely with decision makers in other departments to develop and support cost-effective technology projects for all aspects of the organization.
- Helps define project and support priorities for the IT Division.
- Benchmarks and analyzes projects and is responsible for monitoring and reporting on progress to the IT Officer and Community Resources Director when needed.
- Assists in the preparation of the IT division budget.
- Analyses availability and allocation of IT division resources regarding projects.
- Participates in establishing guidelines, standards, and policies regarding current and future IT projects.

**Qualifications:**

**Education and/or Experience:**

Bachelor’s degree from accredited four-year college or university in Computer Science, Project Management, Business, or closely related field and 4 years experience in IT or business project management or and/or a combination of relevant education, experience and training that may be acceptable to the hiring authority.

**Certificates, Licenses, Registrations:**

Must obtain and possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire. Current PMP© (Project Management Professional) or technology certifications highly preferred.

**Working Conditions:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The noise level in the work environment is usually moderate and work is typically performed indoors at a desk.

**Physical Demands:**

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

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to sit; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.