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Personnel Order 2024-06

October 24, 2024

Amendment to Classification Plan

The following title is hereby added to the Competitive Class Service of the City University of New York:

Title & Title Code	Level	Minimum	Maximum
IT PROJECT SPECIALIST Title Code 05602	Level 1	\$104,983	\$122,161
	Level 2	\$114,272	\$133,315
	Level 3	\$125,281	\$159,445

The salaries listed above are as of this date. *IT Project Specialist* has been designated as *Hard-to-Recruit* and the starting salaries will be at the minimum (incumbent) rate for each level listed above.

This title is accreted to DC 37, Local 2627.

This Personnel Order must be posted conspicuously for a 30-day period.

Doriane K. Gloria
Senior Vice Chancellor, University Human Resources

THE CITY UNIVERSITY OF NEW YORK
Classified Civil Service Position Description

Title	IT Project Specialist
Title Codes	05602 Annual (full-time)
FLSA Status	Non-Exempt due to collective bargaining agreements.
Date Issued	October 24, 2024

General Duties and Responsibilities

This position encompasses professional responsibilities for the oversight, planning, work management, coordination, analysis, functional design, and quality assurance associated with the assessment and implementation of information technology initiatives, policies, strategic plans and goals with varying levels of difficulty and with varying degrees of latitude for independent action and judgment. Under administrative direction of a university IT manager, with broad latitude for independent action or decision, all personnel perform information technology project work that delivers secure, effective application systems and technology solutions for business needs using established project methodologies and best practices throughout all phases of the IT project lifecycle.

In addition to using traditional project methodologies and best practices throughout all phases of the IT project lifecycle, where appropriate, an IT Project Specialist applies their experience with specific and/or emerging technologies and non-standard IT projects to identify patterns and make recommendations on approach, methodologies and policies.

There are three (3) Assignment Levels within this classification. All personnel perform related work. Assignment Levels 2 and 3 may also supervise staff. This specification describes typical assignments; related duties may be assigned as needed.

Assignment Level I

Collaborates across functional areas to ensure all stakeholders understand and appreciate the impact of the project across the organization and how it ties back to University Strategic Plan

Utilizes project management tools to coordinate, track, and report on project tasks and progress to management, stakeholders, and relevant teams. Supply self-service project status tracking for stakeholders.

Participates in need assessments and capacity planning.

Defines and monitors project related critical success factors and key performance indicators.

Ensures project deliverables are prepared for seamless integration into service operations.

Oversees and tracks project related IT vendor and consultant contracts and budgets.

Reviews vendor financial documentation such as timesheets, invoices, and audit forms.

Assess business problems and process gaps; identifies opportunities for new requirements.

Creates functional deliverables such as business scenarios, as-is/to-be flow diagrams, use cases, functional designs, screen mock-ups, etc.

Facilitates user acceptance testing.

Participates in human-centered design activities, user research, software prototyping and usability testing.

Ensures that software products and solutions are appropriately tested to meet functional (usability) and technical (performance) requirements.

Assists with the creation of test cases, test scripts and defect reports.

Assists with business analysis to understand business requirements.

Collaborates with technical teams to understand application capabilities, environment set up and defect fixes.

Liaises with vendors, as necessary, to ensure efficient project execution.

Provides day-to-day oversight and guidance to multidisciplinary project teams including teams working on IT integration projects and consultants.

Assists in developing IT project budgets and funding requests.

Assists with preparation of statements of work and other procurement documents needed for projects using services provided by vendors.

Assists with development of IT vendor requests for proposal (RFPs) and participates in vendor solicitations, selections, and negotiations.

Elicits, documents, and analyzes business requirements on moderate information technology projects in order to recommend business and information technology solutions.

Assists with the creation of interaction models and interface designs for moderate IT projects based on established standards, business and technical requirements and input from functional team members.

Ensures execution of test scripts and report progress and results.

Assignment Level II – In addition to Assignment Level I tasks, performs the following tasks:

Oversees, plans, manages and coordinates complex information technology projects from initiation to completion, including defining project scope, creating/updating project plans and work breakdown structures, scheduling project deliverables, goals, and milestones, identifying and managing IT project risks, determining resource needs, obtaining signoff on project deliverables, present project report, status and plans to various levels of IT Management etc.

Provides day-to-day oversight and guidance to multidisciplinary project teams including teams working on IT projects and consultants.

Establishes performance goals and measures to evaluate success of assigned area of responsibility; tracks and reports customer service metrics.

Develops IT project budgets and funding requests.

Prepares statements of work and other procurement documents needed for projects using services provided by vendors.

Develops IT vendor requests for proposal (RFPs) and participates in vendor solicitations, selections, and negotiations.

Manages creation of interaction models and interface designs for moderate IT projects based on established standards, business and technical requirements and input from functional team members.

Oversees system architecture and design activities, software prototyping and usability testing, etc.

Ensures that software products and solutions are appropriately tested to meet functional (usability) and technical (performance) requirements.

Researches and identifies emerging technologies, coordinates demonstrations and proof of concept initiatives.

Assignment Level III – In addition to Assignment Level I and Assignment Level II tasks, performs the following tasks:

Oversees, plans, manages and coordinates complex and enterprise scale information technology projects from initiation to completion, including defining project scope, creating/updating project plans and work breakdown structures, scheduling project deliverables, goals, and milestones, identifying and managing IT project risks, determining resource needs, obtaining signoff on project deliverables, present project report, status and plans to executive levels of leadership, including the Board of Trustees as needed etc.

Provides day-to-day oversight and leadership to multidisciplinary project teams

Ensures strategic projects transition into operational process through a developed hand off process.

Develops, in partnership with communications department, project marketing and communication plans.

Develops, in partnership with the training department, necessary training for clients, intern staff and executives as required, including teams working on IT integration projects and consultants.

Ensures complex project deliverable readiness for service operations.

Develops complex capital funded projects, enterprise IT project budgets and funding requests.

Researches, develops, and prepares statements of work and other procurement documents, in collaboration with CUNY Purchasing, needed for projects using services provided by vendors.

Develops IT vendor requests for proposal (RFPs) and participates in vendor solicitations, selections, and negotiations.

Oversees and tracks complex and enterprise projects related IT vendor and consultant contracts and budgets.

Reviews vendor financial documentation such as timesheets, invoices, and audit forms.

Oversees human-centered design activities, user research, software prototyping and usability testing.

Ensures that software products and solutions are appropriately tested to meet functional (usability) and technical (performance) requirements.

Oversees the creation of test cases, test scripts and defect reports; ensures execution of test scripts and report progress and results.

Researches and identifies emerging technologies, coordinates demonstrations and proof of concept initiatives.

Qualification Requirements

1. A baccalaureate degree in computer science, engineering or a related field from an accredited college or university **and** five (5) years of satisfactory full-time experience in the oversight, planning, work management, coordination, analysis, functional design, and quality assurance associated with the assessment and implementation of information technology initiatives, policies, strategic plans and goals; **or**
2. A baccalaureate degree from an accredited college or university **and** six (6) years of satisfactory full-time experience as described in "1" above; **or**
3. A high school diploma or its educational equivalent **and** ten (10) years of satisfactory full-time experience as described in "1" above; **or**
4. Education and/or experience which is equivalent to "1," "2" or "3" above. The following may substitute for some of the required experience required in "1," "2" or "3" above, as follows:
 - College education (undergraduate credits) may substitute for up to four (4) years of the required experience in "3" above on the following basis:
 - A. 30 to 59.9 semester credits substitute for 1 year of experience; **or**
 - B. 60 to 89.9 semester credits substitute for 2 years of experience; **or**
 - C. 90 to 119.9 semester credits substitute for 3 years of experience; **or**
 - D. 120 or more semester credits substitute for 4 years of experience.
 - Graduate credits in information technology, computer science or a related field may substitute for up to two (2) years of experience in "1" or "2" above on the following basis:
 - A. 15 to 29.9 graduate credits substitute for 1 year of required experience; **or**
 - B. 30 or more graduate credits substitute for 2 years of required experience.
 - Each of the following valid current certification(s) may substitute for one (1) year of the required experience in "1," "2" or "3" above:
 - A. Certified Business Analysis Professional (CBAP) issued by the International Institute of Business Analysis (IIBA); **and/or**
 - B. Certified in Risk and Information Systems Control (CRISC) issued by ISACA; **and/or**
 - C. Certified Information Systems Auditor (CISA) issued by ISACA; **and/or**
 - D. Certified Information Systems Security Professional (CISSP) issued by ISC2; **and/or**
 - E. Certified ScrumMaster (CSM) issued by the Scrum Alliance; **and/or**
 - F. Cisco Certified Network Associate (CCNA) issued by Cisco; **and/or**
 - G. CompTIA Project+ issued by CompTIA; **and/or**
 - H. ITIL Foundation Certification issued by Axelos; **and/or**

- I. Microsoft Certified: Azure Administrator Associate issued by Microsoft; **and/or**
- J. Microsoft Certified: Azure Fundamentals issued by Microsoft; **and/or**
- K. Microsoft Certified: Azure Solutions Architect Expert issued by Microsoft; **and/or**
- L. Project Management Professional (PMP) issued by the Project Management Institute (PMI).

However, all candidates must have a high school diploma or its educational equivalent and at least three (3) years of experience as described in “1” above.

Assignment Level II or III

Level II: After meeting the Qualification Requirements above, an additional two (2) years of satisfactory full-time experience in the oversight, planning, work management, coordination, analysis, functional design, and quality assurance associated with the assessment and implementation of information technology initiatives, policies, strategic plans and goals is required for Level II.

Level III: After meeting the Qualification Requirements above and the Level II requirements, an additional two (2) years of satisfactory full-time experience in the oversight, planning, work management, coordination, analysis, functional design, and quality assurance associated with the assessment and implementation of information technology initiatives, policies, strategic plans and goals is required for Level III (for a total of 4 years of experience above the Qualification Requirements).

English Language Proficiency: Demonstrated English language proficiency, including ability to speak, read, write, and understand English well enough to meet minimally acceptable performance standards set for job duties.

Motor Vehicle Driver License: A Motor Vehicle Driver license, valid in New York State, may be required for some, but not all positions.

Note: CUNY considers full-time work to be at least 35 hours per week. Part-time experience of at least 20 hours per week may be prorated by half and credited instead of, but not in addition to, full-time experience during the same period (e.g., two months of related work experience at 20-34 hours per week equates to one month of full-time related work experience.) Part-time experience of fewer than 20 hours per week **cannot** be credited at all.

Direct Lines of Promotion

From: None

To: None