

**City and County of San Francisco**  
Carol Isen  
Human Resources Director



**Department of Human Resources**  
*Connecting People with Purpose*  
www.sfdhr.org


**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: April 21, 2023

Re: **Notice of Proposed Classification Actions – Final Notice No. 15 FY 2022/2023  
(copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective April 21, 2023.

Carol Isen  
Human Resources Director

by:   
\_\_\_\_\_  
Steve Ponder  
Classification and Compensation Director  
Human Resources

cc: All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Operations  
Carol Isen, DHR  
Sandra Eng, CSC  
Erik Rapoport, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Project Manager I, CCD  
Job Code: C502**

**DEFINITION**

Under administrative direction, the Project Manager plans, organizes, directs and controls all or part of either a highly complex engineering, architectural or information systems project from concept through design and construction to closeout of the project contract.

Engineering/Architectural Project Manager positions are responsible for: preparing and monitoring the project budget, including occasionally obtaining funding; overseeing the completion of conceptual design; overseeing planning activities; coordinating work of a multi disciplinary technical staff across organizational boundaries; working extensively with the public, private contractors, special interest groups, governmental funding and regulatory agencies, and City and County departments; coordinating EIR processes and/or obtaining permits; controlling project cost and schedule; reviewing change orders; serving as primary contact for all parties involved in the project; and other duties as required.

Information Technology Project Manager positions are responsible for: preparing and monitoring the project budget, including occasionally obtaining funding and controlling project costs; project design and system architecture/infrastructure planning; developing and implementing strategic and change management planning; directing or managing the development of technical and functional requirements; selecting and negotiating with software vendors and/or integration partners; coordinating the work of a multi-disciplinary staff which may cross more than one department, technical, and functional areas; managing the performance of project staff, including contractors and City and County employees; developing training plans for project staff during development and for all users at implementation; managing eventual deployment of the new system; and may require working extensively with contractors, City and County departments and boards and commissions.

The Project Manager may be responsible for a number of projects, but a significant portion of the position's time must be spent in management of projects that meet the criteria below.

A project is a temporary endeavor undertaken to create a unique product or service. The Project Manager class is used for projects which meet the following general criteria: They are at a substantial dollar level; they continue over a multi year period; they require significant involvement in negotiation and consensus building among a variety of interested individuals and groups; they may involve complex, information systems architecture/infrastructure planning and design, or complex, unusual or unique construction or fabrication methods; and they are generally highly visible and of great interest to elected officials.

**DISTINGUISHING FEATURES**

Engineering/Architectural Project Manager levels are distinguished from one another by project size / value, technical complexity, sensitivity and degree of involvement by the public and governmental agencies. Information Technology Project Manager levels are distinguished from one another by project value/supervisory responsibilities, technical complexity, criticality, degree of innovation and degree of involvement by interested parties. Project Managers are distinguished from engineers and architects or IS/IT professionals in that the latter are typically responsible for the technical aspects of a project, or for construction or technology systems management, but not usually involved in the broader range of planning, coordination, oversight, negotiation, contract administration, presentation, public information, financial

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Project Manager I, CCD  
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analysis, budget management, conflict resolution and management functions of the Project Manager.

Project Managers may supervise other Project Managers and technical staff.

**Engineering/Architectural Project Manager I**

**Project Size / Value** - Project is approximately \$5 to \$30 million.

**Technical Complexity** A single component employing standard techniques; a substantial renovation of an existing facility or system; two or more disciplines.

**Sensitivity** Completion is not essential to continued functioning of department; could be deferred (although not indefinitely); no significant consequences if not completed on time.

**Degree of Involvement by Interested Parties** Multiple contacts, but not unusually controversial; provides information and explains but may not need to persuade, negotiate, or defend beyond normal working out of differences. Routine environmental and other permitting, routine interactions with other government agencies and City departments.

**Information Technology Project Manager I**

**Project Value/Supervisory Responsibilities:** Project is at least \$1 million and/or requires the supervision or direction of the activities of four or more IT professional staff.

**Technical Complexity** Project does not cross organizational lines within a department.

**Criticality** - Completion is not essential to continued functioning of department operations or City services; could be deferred (although not indefinitely); no significant consequences if not completed on time.

**Innovation** - Involves upgrades to an existing system or systems; or implementation of "off-the-shelf" software without substantial customization.

**Degree of Involvement by Interested Parties** Multiple contacts, but not unusually controversial; provides information and explains but may not need to persuade, negotiate, or defend beyond normal working out of differences. Routine interactions with other government agencies and City departments.

**SUPERVISION EXERCISED**

Project Managers may supervise other Project Managers and technical staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

Engineering/Architectural Project Manager positions are responsible for:

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

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1. Preparing and monitoring the project budget, including occasionally obtaining funding;
2. Overseeing the completion of conceptual design;
3. Overseeing planning activities;
4. Coordinating work of a multi disciplinary technical staff across organizational boundaries; working extensively with the public, private contractors, special interest groups, governmental funding and regulatory agencies, and City and County departments;
5. Coordinating EIR processes and/or obtaining permits;
6. Controlling project cost and schedule;
7. Reviewing change orders; serving as primary contact for all parties involved in the project;
8. Other duties as required.

Information Technology Project Manager positions are responsible for:

1. Preparing and monitoring the project budget, including occasionally obtaining funding and controlling project costs;
2. Project design and system architecture/infrastructure planning;
3. Developing and implementing strategic and change management planning;
4. Directing or managing the development of technical and functional requirements;
5. Selecting and negotiating with software vendors and/or integration partners;
6. Coordinating the work of a multi-disciplinary staff which may cross more than one department, technical, and functional areas;
7. Managing the performance of project staff, including contractors and City and County employees;
8. Developing training plans for project staff during development and for all users at implementation;
9. Managing eventual deployment of the new system;
10. May require working extensively with contractors, City and County departments and boards and commissions;
11. Other duties as required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

Engineering/Architectural Project Manager Positions.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Project Manager I, CCD  
Job Code: C502**

Technical aspects of architectural, civil, mechanical, electrical, structural, and geotechnical engineering design and specifications; financing, estimating and budgeting, including planning and estimating, calculating overhead, design and construction costs; working knowledge of various funding sources and restrictions; legal requirements for City projects; regulations and regulatory agencies and commissions affecting planning, zoning, design and construction; requirements of final bid packages; construction management techniques and practices.

Information Technology Manager Positions.

Current trends in applications technology, including web-based architecture, security, workflow and systems design; government enterprise business processes; project management and information systems development and maintenance; technical, operational, and programming problem solving analysis; data processing methods; job flow within a large scale data processing environment; financing, estimating and budgeting, including planning and estimating, calculating overhead, design, development and implementation costs; custom software development and third-party software integration; working knowledge of various funding sources and restrictions; legal and procedural requirements for City projects.

Ability or Skill to:

Engineering/Architectural Project Manager Positions.

Schedule and budget complex capital projects; develop and enforce work statements; monitor, review and revise job orders, schedules and budgets; monitor and track project progress and expenditures and implement cost controls; use computer based project management systems; work effectively in a team environment; understand and communicate to others the larger context in which the project is being completed; negotiate and resolve contract disputes; maintain client contractor relationships; make effective presentations to clients and the community; and communicate effectively with the public, community groups, the media, other City departments, agencies, and private contractors.

Information Technology Project Manager Positions.

Supervise technical, functional, and operational managers and staff; function in a high-stress environment and meet project deadlines; work effectively with all levels of management and with diverse work teams; manage contract negotiations; analyze business problems and opportunities, and articulate business requirements; modify existing policies, strategies and/or methods to meet unusual conditions within the context of existing management principles; manage multiple vendor relationships including issues, change management and testing enhancements to the selected software; monitor and track project progress and expenditures and implement cost controls; use computer based project management systems; make effective presentations to clients and the community; and communicate effectively with the public, community groups, the media, other City departments, agencies, and private contractors.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Project Manager I, CCD  
Job Code: C502**

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Engineering/Architectural Project Manager I:

Bachelor's Degree in architecture, engineering or planning plus four years of responsible architectural, engineering or construction management experience, OR

A Bachelor's Degree in another field plus six years of responsible experience in a field directly related to the project, OR

Eight years of architectural, engineering, or construction management experience in a field directly related to the project, OR

California registration as professional engineer or architect.

Information Technology Project Manager I:

A Bachelor's Degree in Computer Science, Information Technology or other related field and two years of experience implementing and managing integrated information systems projects, OR

Six years of experience implementing and managing integrated information systems projects.

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**ORIGINATION DATE:** 04/21/2023

**AMENDED DATE:**

**REASON FOR AMENDMENT:**

**BUSINESS UNIT(S):** SFCCD

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Project Manager II, CCD  
Job Code: C504**

**DEFINITION**

Under administrative direction, the Project Manager plans, organizes, directs and controls all or part of either a highly complex engineering, architectural or information systems project from concept through design and construction to closeout of the project contract.

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Project Manager II, CCD  
Job Code: C504**

analysis, budget management, conflict resolution and management functions of the Project Manager.

Project Managers may supervise other Project Managers and technical staff.

**Engineering/Architectural Project Manager II**

Project Size / Value Project is approximately \$20 to \$75 million.

Technical Complexity A single component employing non standard techniques, or a large number of ordinary components; three or more disciplines.

Sensitivity Firm completion requirements; delay would cause difficulty for department functioning; little interconnection with other projects.

Degree of Involvement by Interested Parties Multiple contacts, expected to be somewhat controversial; may need to convince regulatory agencies or public interest groups of worth and wisdom of project; requires interaction with departments not generally contacted.

**Information Technology Project Manager II**

Project Value/Supervisory Responsibilities: Project is approximately \$1 to \$5 million and/or requires supervision or direction of the activities of more than four IT professional staff.

Technical Complexity Project crosses the boundary of two or more departments or organizational units within a department.

Criticality - Firm completion requirements; delay would cause difficulty for department operations or City services; little interconnection with other systems.

Innovation - Involves major upgrades to an existing system or systems; development and implementation of a new system or systems; or implementation of "off-the-shelf" software requiring moderate customization.

Degree of Involvement by Interested Parties Multiple contacts, is expected to facilitate effective communication between stakeholders; may need to provide department management with documentation, returns on investments ("ROI"), or other information to inform City and County departments, boards and/or commissions, and external agencies including public interest groups or other stakeholders, of the necessity of the project; responsible for making sure all stakeholders are kept informed as to the status of the project; requires interaction with departments not generally contacted.

**SUPERVISION EXERCISED**

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**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

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Engineering/Architectural Project Manager II.

Bachelor's Degree in architecture, engineering or planning plus four years of responsible architectural, engineering or construction management experience, plus two additional years of project coordination experience, OR

A Bachelor's Degree in another field plus six years of responsible experience in a field directly related to the project, plus two additional years of project coordination experience, OR

Eight years of architectural, engineering, or construction management experience in a field directly related to the project, plus two additional years of project coordination experience, OR

California registration as professional engineer or architect plus two additional years of project coordination experience.

Information Technology Project Manager I.

A Bachelor's Degree in Computer Science, Information Technology or other related field and two years of experience implementing and managing integrated information systems projects, plus two additional years of experience implementing and managing integrated information systems projects, OR

Six years of experience implementing and managing integrated information systems projects, plus two additional years of experience implementing and managing integrated information systems projects.

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Project Manager II, CCD  
Job Code: C504**

**ORIGINATION DATE:** 04/21/2023

**AMENDED DATE:**

**REASON FOR AMENDMENT:** .

**BUSINESS UNIT(S):** SFCCD