Purpose Statement

The purpose of the Project Facilitator is to assist project planning, organization and communication for new and existing technologies across the district; ensure district staff know how to use district technology and digital tools; communicate effectively with all stakeholders; provide creative solutions for technical needs; and provide general support as assigned.

This job reports to the Manager of Communications and Training.

Essential Functions

- Adhere to and facilitate projects and project work for the purpose of supporting departmental and organizational goals.
- Aid project teams in setting goals, timelines and achieving clarity to ensure projects are completed in expected timeframes.
- Assist in the creation of district level internal and external communications to ensure all stakeholders are informed in a timely manner.
- Assist in the development of presentations and reports to communicate progress and process of departmental actions.
- Assist in the identification of solutions for identified processes and/or projects to meet customer requests or solve customer issues.
- Assist in training internal staff on project management processes and strategies to ensure consistency in approach.
- Assist with project setup, scheduling and coordination for the purpose of supporting departmental activities.
- Coordinate and develop training related to project work to ensure users are sufficiently prepared to utilize district solutions.
- Develop and utilize project resources to ensure stakeholders have adequate tools and documentation for their work.
- Develop communication plans for project implementation or product enhancement for the purpose of keeping all stakeholders informed.
- Facilitate project logistics such as meetings, conference calls, etc. for the purpose of supporting project staff.
- Forge trusting relationships with department and district staff for the purpose of providing project support and guidance.
- Foster positive attitudes and ensure team commitment for the purpose of ensuring adequate progress toward project completion.
• Gather information and ideas for program development to ensure continual monitoring of district needs.
• Gather requirements for identified projects and act as liaison between end users and project teams for the purpose of ensuring needs of stakeholders are met.
• Maintain digital communications on multiple platforms for the purpose of documenting steps toward project completion.
• Participate in the development, maintenance and publication of project management standards and guidelines to ensure consistency in process.
• Prepare project and training documentation, instructions and other materials to support project work.
• Review project materials and deliverables for adherence to methodologies and procedures.
• Support continued development of the Department of Technology’s Communication Plan for the purpose of ensuring plan relevancy.
• Support continued development of the Department of Technology’s Training Plan for the purpose of ensuring training is based on latest developments.
• Track and maintain metrics of all deliverables, assess effectiveness and provide recommendations for improvement for the purpose of evaluating project success.
• Work collaboratively with technology staff and stakeholders for the purpose of ensuring district needs are met.

Other Functions
• Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications
Skills, Knowledge and Abilities

SKILLS are required to perform tasks simultaneously with a potential need to upgrade skills to meet changing job conditions. Specific skill based competencies required to satisfactorily perform job functions include: teaching technical topics to non-technical audiences; planning and managing projects; maintaining digital documentation and training resources; excellent customer service and communicating effectively both verbally and in writing with internal and external audiences.

KNOWLEDGE is required to understand technical information; compose a variety of documents; facilitate group discussions; and solve problems. Specific knowledge based competencies required to satisfactorily perform the job functions include: using creative design techniques with a variety of applications and project management techniques and tools.

ABILITY is required to use basic, job-related equipment; schedule activities and/or meetings; and gather/collate data. Flexibility is required to work with others in a variety of circumstances; and identify and document processes. Ability is also required to work
with diverse individuals and/or groups. Problem solving is required to analyze issues and create action plans. Specific ability based competencies required to satisfactorily perform job functions include: developing effective working relationships, communicating with persons of diverse technical knowledge and skills; providing clear instructions; setting priorities; being detail oriented; managing multiple projects and tasks with minimal supervision; maintaining excellent written and oral communications; and being solutions oriented.

**Responsibility**

Responsibilities include: working under limited supervision; following standardized practices and/or methods; leading, guiding and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization’s services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

**Experience**

Job related experience within a specialized field is required. At least one year experience working in an educational environment is preferred.

**Education**

Bachelors degree in job-related area.

**Clearances**

Criminal Justice Fingerprint/Background Clearance