Project Coordiantor Job Family

JOB TITLE	Project Coordinator I (Admin Level 2)	Project Coordinator II (Admin Level 3)
Promotion Criteria	Demonstrated ability to lead and followthrough on projects, typically projects with a technical component, spanning multiple teams/organization.	Will have worked on projects of increasing size and scope of projects – at least one successful project lasting several months, involving numerous others outside one's own team, with interlocking dependencies, technical complexity and non-technical sensitivities (i.e. 'politics') Will have demonstrated and understanding and application of project management methodologies. Will have demonstrated advanced technical skills as well as a high degree of interpersonal skills.
Position Overview Statement:	Coordinates small to mid-sized IT projects (or subprojects within larger projects), such as a departmental move, building renovation, or rollout of new technology. Projects generally involve small numbers of other IS&T staff; may involve external contractors. Incumbent generally has few, if any, day-to-day operational expectations.	Coordinates mid to large scale projects, or subprojects within larger projects, such as providing IT infrastructure to a new building, Projects generally involve coordinating other IS&T.
Principal Duties and Responsibilities	Duties will vary by position, and may include: Developing specifications for renovation or new work. Preparing, sending out, and awarding contracts for infrastructure work. Monitoring contracted work. Coordinating with other IT/Facilities staff. Interfacing with clients in impacted areas Developing specifications for releasing new software. Coordinating with other IT groups at MIT. Collecting and analyzing information related to an area of IT, and preparing a report that will be used to make tactical or strategic decisions.	Duties will vary by position, and may include: Meeting with clients, IT staff, and Facilities to develop specifications for IT infrastructure in a new building Preparing, sending out, and awarding contracts for infrastructure work. Monitoring contracted work. Coordinating with other IT/Facilities staff. Interfacing with clients in impacted areas Developing specifications for releasing new software. Coordinating with other IT groups at MIT.
Supervision Received:	General supervision; process for managing project may be defined by supervisor in some detail; progress may be reviewed regularly	General supervision; defines own process for coordinating project (within in general dept guidelines and project management methodology) progress reviewed at key milestones.
Supervision Exercised:	May oversee contractors, and/or direct student or temporary help.	Generally will oversee contractors, and/or direct student or temporary help.

JOB IMPACT		
Overall Impact	Responsible for small to mid-sized projects that impact a defined populations, such as a renovation or departmental move, developing proposals for tactical or strategic direction setting, coordinating the release of a software package, etc	Responsible for mid to large sized projects, with broad impact.
Budget Impact	Projects typically under $100K of MIT labor.	Projects typically overr $200K of MIT labor.
Resources	Generally solely responsible for the project outcome, but coordination information flow and deliverables with internal and external resources	
Timeline	Projects generally completed in 1-6 months	Projects generally completed in 6-12 months
Complexity:	Projects based on repeatable standards and practices	Projects incorporate repeatable standards and practices where possible, but also may require defining new approaches
Functional/ technical	Projects require technical knowledge in area of project, sufficient to ensure that project plan encompasses appropriate area, and that work done by others meets standards and specifications. Typically requires communication proficiency sufficient to write or talk with clients, project team members and/or suppliers.	Projects require technical knowledge in area of project, sufficient to ensure that project plan encompasses appropriate area, and that work done by others meets standards and specifications. Project may involve learning technology areas previously not known.
Organizational/ political	Project Coordinator not expected to deal with complex organizational or political issues; however, recognizes issues that need to be escalated, and knows when and how to escalate.	Project Coordinator expected to address some organizational or political issues and recognizes when to escalate more complex issues .
Change Management	Projects require little change management.	Projects may require some change management skills.
Stakeholders	Will vary based on project	Will vary based on project
Number of Projects	2-4 concurrent projects	1 large project and 2-4 smaller, concurrent projects.
Percent of Effort	Typically, most time is spent in project coordination activities (i.e., little or no 'operational' responsibilities)	Typically, most time is spent in project coordination activities (i.e., little or no 'operational' responsibilities)

QUALIFICATIONS/ TECHNICAL SKILLS:		
Knowledge, Skills & Expertise	Requires knowledge of learned routines, procedures, practices and more complex skills. Requires knowledge of MIT's and Department's policies and procedures, particularly related to procurement. Requires full working knowledge of job responsibilities including basic knowledge in a professional field. Requires general understanding of some operations outside own work unit (e.g. other areas within Department, Facilities).	Requires an understanding of theoretical and practical aspects of an area of IT. Understands internal/external clients; maintains awareness of external trends and best practices in relevant fields.
Critical Thinking & Problem-Solving	Problems are similar to past experiences and precedents. Chooses from established alternative approaches to find a solution. Makes suggestions to improve work methods and procedures. Deals with problems that must be broken down into manageable pieces. Sees relationships between problem components and prioritizes them. Utilizes knowledge, experience and available resources to find solutions. May participate in development of improvements and help implement change.	Helps others in clarifying somewhat complex problems; adapts or modifies established approaches. Selects appropriate tools, data, and analysis techniques to diagnose problems and develop solutions. Balances competing short- and long-term goals within one's area in alignment with the larger area's direction and objectives.
Collaboration	Collaborates with team; shares relevant information with those who may be affected by decisions. Participates in formal or informal group problem solving for immediate issues. Determines people who are critical to accomplishing results, and brings them together to problem solve or share workload. Lead small groups through process of problem solving, soliciting ideas and opinions to form recommendations or action plans. Works to identify and solve issues in the group.	Actively seeks help in gathering resources, solicits input, Leads groups in developing project plans and monitors progress. Identifies when outside support is needed. Identifies the people critical to resolving problems or reaching decisions and brings them together. Actively participates in cross-functional groups to solve problems.

Communication Effectiveness	Interacts with others, employing a communication style appropriate to the person or audience. Seeks additional information to enhance understanding. Communicates basic established processes and procedures, formally or informally. Compose various types of business communication (e.g. email). May develop factual presentations in order to inform and educate. Translates technical or procedural information into specifications or action plans. Conveys technical or complex information to others in non-technical terms. Writes and presents reports, contracts and/or proposals for internal and/or external audiences.	Interprets other viewpoints and assimilates them into work processes. Formally transfers technical or administrative knowledge to others. Motivates others to action or addresses delicate situations, requiring tact and diplomacy using written and verbal skills. Promotes knowledge of own area to gain support for on-going and future initiatives
Decision Making	Decision making guided by established work practices and general instructions and practices requiring some interpretation. May make recommendations for solving problems of moderate complexity.	Decision making guided by specific policies and objectives within which frequent decisions are required. Assists in formulating recommendations on difficult problems.
Influencing and Leading	Seeks opportunities and sets goals for own development. Identifies and learns from mentors/developmental advisors. Serves as a mentor/developmental advisor and/or training resource to less experienced staff, providing an example with regard to quality of work. Ensure that others comply with established standards. May direct the work of contractors, students or temporary help.. Establishes and leads project timelines or short-term goals. Motivates others towards completion of tasks and assignments. Helps others to think through alternatives and choices.	Provides process and project leadership. Provides performance feedback. Creates work standards for unit and holds others accountable for completing assignments.
Responsibility & Accountability	Established departmental methods are followed; works within job specific deadlines and schedules set by supervisor. Escalates more complex issues. Recognizes immediate obstacles to completing work. Initiates action to address a need without being directed. Job has short- to intermediate-term impact. Anticipates consequences of actions, potential problems, or opportunities for change.	Develops specific goals for one's own work. Seeks out and identifies multi-faceted problems and opportunities, taking immediate action to address them. Follows departmental procedures to complete work, but may recommend changes to departmental processes. \