

# IT Project Coordinator

## 1. Brief Description

IT Project Coordinators manage IT projects and project segments by specified objectives and within specified resources.

## 2. Responsibilities

IT Project Coordinators direct and monitor the requirements, framework conditions and progress of short-term IT projects involving a limited number of personnel [up to six people]. They ensure development of products and services to customer requirements within the specified resources. IT Project Coordinators define goals and outline approach and make adjustments within the constraints set to achieve the optimum results. IT Project Coordinators work with specialists in the field of development, users and customers, produce goal and target specifications, solve any conflicts that arise and minimise potential risks. They direct technical and personnel resources to ensure project results conform to quality, time and budgetary stipulations. They ensure working conditions that permit project personnel to implement the development work in the most cost-effective manner. Their activities are thus typified by uncertainty [information uncertainty], changes at short notice, surprise developments and a rather unsettled environment. IT Project Coordinators maintain an appropriate relationship with customers and ensure that the project results are comprehensible to management or steering committee. IT Project Coordinators provide leadership and direction for the project team.

## 3. Profile-typical Work Processes

The partial processes described below document the entire profile-typical work process carried out by the IT specialists. Mastery of this work process, combined with proficiency in the respective fields of competency and practical experience, forms the basis for professional competency.

- 3.0.1 Cooperate in determining benchmark figures for project implementation and decision documents for project release.
- 3.0.2 Produce technical, business and economic feasibility studies for project ideas.
- 3.0.3 Plan project progress [define sub goals, milestones and tasks, time and resource planning].
- 3.0.4 Plan personnel utilisation [determine responsibilities, personnel planning].
- 3.0.5 Cooperate in the development of the marketing strategy for the project.
- 3.0.6 Manage project personnel responsible for implementation of the project tasks [hold and chair regular works meetings, motivate staff, manage conflicts and crises].
- 3.0.7 Monitor project progress and success [assess risks and hazards to the success of the project and take appropriate measures for avoidance].
- 3.0.8 Document project progress [project file, project log].
- 3.0.9 Present and document interim results, cooperate with management, customers and steering committees, carry out reviews.
- 3.0.10 Hand over project results, draw up final project report.
- 3.0.11 Analyse and process the project experiences [best/worst practice].

## 4. Characteristic Areas of Competency

The ability to perform the profile-typical work processes requires varying degrees of proficiency in the following areas of professional competency. The competencies are assigned various levels of knowledge and ability and a range of typical methods and tools.

Universal competencies requiring fundamental proficiency:

- company objectives and customer interests,
- problem analysis and solution,
- communication, presentation,
- conflict recognition, resolution,
- foreign-language communication [English],
- project organisation, cooperation,
- time management, task planning and prioritising,
- economical decision-making,
- self-teaching, learning organisation,
- innovation potentials,
- data protection, security,
- documentation, standards,
- quality assurance.

Group-specific competencies requiring in-depth proficiency:

- methods and tools for software development,
- engineering processes,
- development standards [performance, security, availability, innovation],
- project planning and management,
- quality standards,
- presentation,
- conflict management.

Profile-specific competencies requiring working knowledge:

- project specification, project monitoring,
- risk management, liability,
- personnel procurement,
- team building, liaison,
- team management,
- conflict and crisis management.