

Technical Project Management Tasks and KSAs		
Tasks		
SPECIFIC THINGS an entry level person would BE EXPECTED TO PERFORM on the job WITH LITTLE SUPERVISION.		
Project Plan		Avg
T-1	Follow project plans, including defining scope and time requirements.	2.9
T-2	Identify information technology project resource requirements.	3.2
T-3	Follow guidelines for system implementation.	2.2
T-4	Perform needs analysis to determine opportunities for new and improved business process solutions, and participate in determining opportunities for new and improved business process solutions.	2.5
T-5	Identify interdependencies.	3.2
T-6	Analyze data to identify trends or relationships among variables.	2.7
T-7	Contribute contingency plans regarding project risks.	3.1
T-8	Provide input on project costs, design concepts, or design changes.	2.8
Tracking, Reporting, and Problem Solving		
T-9	Ensure that appropriate Service-Level Agreements (SLAs) and underpinning contracts have been defined that clearly set out for the customer a description of the service and the measures for monitoring the service.	2.8
T-10	Follow methods to monitor and measure risk, compliance, and assurance efforts.	3.1
T-11	Identify and track critical milestones.	3.4
T-12	Report project status.	3.6
T-13	Track duties, work schedules, or resources.	3.7
T-14	Prepare analytical reports.	3.0
T-15	Provide ongoing improvement and problem-solving support.	2.9
T-16	Collaborate with others to resolve information technology issues.	3.3
T-17	Provide recommendations for possible improvements and upgrades.	2.8
T-18	Review service performance reports identifying any significant issues and variances; initiating, where necessary, corrective actions; and ensuring that all outstanding issues are followed up.	2.9
T-19	Participate in project phase review.	3.6
Customers/Stakeholders		
T-20	Manage the change control process.	2.9
T-21	Coordinate and manage the overall expectations provided to a customer/project stakeholder, end-to-end, as it relates to the project.	3.1
T-22	Gather feedback on customer satisfaction and internal service performance to foster continual improvement.	3.4
T-23	Manage the internal relationship with information technology (IT) process owners supporting the service, assisting with the definition and agreement of Operating Level Agreements (OLAs).	2.9
T-24	Follow established communication procedures.	2.8
T-25	Collaborate with other service managers and product owners to balance and prioritize services to meet overall customer requirements, constraints, and objectives.	3.0
Knowledge		
Knowledge focuses on the understanding of concepts. It is theoretical. An individual may have an understanding of a topic or tool or some textbook knowledge of it but have no experience applying it. For example, someone might have read hundreds of articles on health and nutrition, many of them in scientific journals, but that doesn't make that person qualified to dispense advice on nutrition.		
K-1	Knowledge of emerging technologies.	2.4
K-2	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	3.6
K-3	Knowledge of benchmarking.	2.9
K-4	Knowledge of information technology (IT) architectural concepts and frameworks, regulations, and mapping.	2.9
K-5	Knowledge of Risk Management Framework (RMF).	3.1
K-6	Knowledge of resource management principles and techniques.	3.3

K-7	Knowledge of business and management principles involved in strategic planning, resource allocation, coordination of human resources modeling, leadership technique, production methods, and coordination of people and resources.	2.8
K-8	Knowledge of system life cycle management principles, including software security and usability.	3.0
K-9	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	3.1
K-10	Knowledge of the resources and methods to identify and stay current with the organization's enterprise information technology (IT) goals and objectives.	3.7
K-11	Knowledge of the organization's core business/mission processes.	3.4
K-12	Knowledge of project management software and planning tools, including tracking and milestones.	3.4
K-13	Knowledge of risk/threat assessment.	3.3
K-14	Knowledge of principles and processes for providing customer and professional services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	2.9
K-15	Knowledge of standard operating procedures regarding project plan evaluation, resource allocation and availability, as well as project reviews and changes.	4.0
K-16	Knowledge of capabilities and requirements analysis.	3.2
K-17	Knowledge of industry-standard and organizationally-accepted analysis principles and methods.	3.1
K-18	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.	3.6
K-19	Knowledge of agile methodologies (iterative/adaptive).	3.1
K-20	Knowledge of waterfall methodology.	2.9
K-21	Knowledge of the elements of a Scrum board and how they operate.	3.0
K-22	Knowledge of documentation mechanisms and procedures.	3.4
K-23	Knowledge of project management terminology (specifically definitions and roles of Product Manager, team roles, stakeholders, Program Manager and Project Manager).	3.5
K-24	Knowledge of project management frameworks and principles.	3.7
K-25	Knowledge of RACI charts and how to use them.	3.8

Skills

The capabilities or proficiencies developed through training or hands-on experience. Skills are the practical application of theoretical knowledge. Someone can take a course to gain knowledge of concepts without developing the skills to apply those concepts. Development of skills requires hands-on application of the concepts.

S-1	Skill in identifying measures or indicators of project performance and the actions needed to improve or correct performance relative to the goals of the project.	3.0
S-2	Skill to translate, track, and prioritize information needs and intelligence collection requirements.	2.7
S-3	Skill in thinking critically, evaluating pros and cons of different ways to solve a problem.	3.6
S-4	Skill in writing materials for co-workers or customers.	3.6
S-5	Skill in reading work-related information.	3.8
S-6	Skill in coordinating and changing what is done based on other people's actions.	3.3
S-7	Skill in managing your time and the time of other people.	3.7
S-8	Skill in listening to others, not interrupting, and asking good questions.	3.6
S-9	Skill in actively learning: Figuring out how to use new ideas or things.	3.4
S-10	Skill in communicating with others virtually and in person.	3.7
S-11	Skill in sharing and presenting information to others.	3.6
S-12	Skill in monitoring: Keeping track of how well people and/or groups are doing in order to make improvements.	3.3
S-13	Skill in social perceptiveness: Understanding people's reactions.	3.1
S-14	Skill in problem solving: Noticing a problem and figuring out the best way to solve it.	3.4
S-15	Skill in negotiating: Bringing people together to solve differences.	3.2
S-16	Skill in using productivity software, spreadsheets, word processing, email, collaboration tools, and file-sharing.	3.4
S-17	Skill in working with agile teams.	3.2

S-18	Skill in conflict resolution.	2.9
S-19	Skill in facilitation.	3.1
S-20	Skill in effectively influencing others.	2.7
S-21	Skill in documenting key decisions.	3.6
S-22	Skill in effectively managing change and the communication and enforcement thereof.	3.1
S-23	Skill in adaptive project management.	3.1
S-24	Skill in recognizing and controlling scope creep.	3.7
Abilities		
<p>Abilities have historically been used to describe the innate traits or talents that a person brings to a task or situation. Many people can learn to negotiate competently by acquiring knowledge about it and practicing the skills it requires. A few are brilliant negotiators because they have the innate ability to persuade. In reality, abilities may be included under skills or may be separated out.</p>		
A-1	Ability to use rules to solve problems.	3.4
A-2	Ability to make general rules or come up with answers from detailed information.	2.9
A-3	Ability to sequence and arrange activities.	3.6
A-4	Ability to brainstorm ideas.	3.3
A-5	Ability to adjust plans and milestones to changing priorities or customer requirements.	3.6
A-6	Ability to critique project plans.	3.1
A-7	Ability to develop alternative plans and workarounds.	3.1
A-8	Ability to diagram or document interdependencies.	3.2
A-9	Ability to orchestrate and communicate project resource and budgetary needs.	3.5
A-10	Ability to orchestrate and communicate impact of changes on project plan.	3.5
A-11	Ability to develop and deliver presentations.	3.1
A-12	Ability to drive to a decision and manage conflict.	3.8



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