CLASS TITLE: BUSINESS RELATIONSHIP MANAGER

CHARACTERISTICS OF THE CLASS

Under direction, provides direction and guidance to overall technology strategies in operating departments to enable the best information technology (IT) solutions that meet the business needs, and performs related duties as required.

This class is assigned to the Client Service Information Technology Job Family which consists of positions that manage the delivery of project and project-related services to customers to provide value and high-quality work that exceeds expectations, increase adoption, manage retention and to identify areas for expansion.

ESSENTIAL DUTIES

- Builds and maintains strong relationships with business partners and acts as a liaison between AIS IT and City of Chicago departments
- Manages and mentors a BRM team that builds and manages strategic relationships with business partners
- Acts as an advisor to business partners to shape their strategy regarding technology and ensures they are aware of IT service offerings
- Ensures departmental stakeholders are able to navigate IT processes and communication channels to submit requests and support technology initiatives
- Establishes and manages relationships to bridge the gap between business partners and technology solution providers
- Promotes business projects and value to the IT leaders and community
- Works with business analysts to help their business units define new capabilities
- Defines, prioritizes, and manages program and project initiatives
- Tracks ROI for business initiatives including cost, benefits, and risk
- Helps define and communicate new services to support business needs
- Participates in development of business strategic planning and IT strategic planning
- Assists in the development of metrics used to track value delivery
- Provides details on cost, value, and opportunity to optimize IT spend (initiatives and support services)
- Communicates business needs with appropriate IT solution center to gain alignment between business needs and technical capabilities
- Gathers high-level business requirements and defines scope during initial discovery by conducting meetings/interviews, and facilitating large group/cross-functional sessions with partners
- Leads in the development of business cases requiring IT-based solutions
- Establishes initial vendor relationships and maintains a forward-looking view of vendor direction
- Interfaces with vendors to understand whether vendor products will meet business requirements
- Monitors that the solution center is meeting the partner's expectations
- Refines service-level agreements (SLAs) based on business need

- Maintains up-to-date awareness of industry and technology trends, and makes recommendations for implementation of new/upgraded systems and technologies
- Maintains knowledge of multiple business functions and initiatives to identify where conflicts/synergies exist between technologies and business functions

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Management Information Systems, or a directly related field plus three (3) years of work experience in business consulting or project management, or an equivalent combination of education, training, and experience
- Relevant industry specific experience preferred

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, OpenOffice, Google Workspace)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:
- *department-specific and city-wide operations/updates
- *contemporary requirements gathering practices and the ability to apply them in practice
- *data validation techniques
- *requirements defining and evaluation

Some knowledge of:
- requirements engineering practices and resources
- product management concepts
- application domain

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- TIME MANAGEMENT - Manage one's own time or the time of others
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Additional Competency Requirements

- COMMUNICATION FOR RESULTS – Writes, speaks and presents effectively. Explains the immediate context of the situation, asks questions with follow-ups and solicits advice prior to taking action. Develops presentations to influence others by using graphics, visuals or slides that display information clearly. Listens and asks questions to understand other people's viewpoints.
- GROWTH MINDSET – Takes ownership of personal growth. Identifies knowledge gaps. Asks questions of subject matter experts and seeks help when needed. Keeps abreast of information, developments and best practices within a field of expertise (e.g., by reading, interacting with others or attending learning events).
- INITIATIVE – Volunteers to undertake tasks that stretch his or her capability. Identifies who can provide support and procures their input. Identifies problems and acts to prevent and solve them.

- OWNERSHIP AND COMMITMENT – Volunteers to undertake tasks that stretch his or her capability. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved. Identifies problems and acts to prevent and solve them. Identifies who can provide support and procures their input.

- BUILDING RELATIONSHIPS – Establishes and maintains networks and alliances that extend within, across and external to organizational boundaries. Shares information and readily determines whom to go to for relevant information. Partners with others to achieve expectations.

- CHANGE MANAGEMENT – Identifies needs for changes in practices, processes, structures, systems, techniques and tools. Adapts and creates procedures in alignment with work redesign and new work. Probes, researches and meets with impacted parties to ensure that changes are planned and meet the needs of all stakeholders. Conducts risk analyses. Reports the consequences and benefits of change. Engages in experimentation and piloting before wider implementation. Proposes ways of improving and integrating multiple processes. Champions and facilitates the human and task aspects of change from transition planning through implementation.

- CUSTOMER PARTNERSHIP – Conducts dialogues about improvements at the project or departmental level. Identifies simple product and service improvement opportunities and creates basic cost-benefit proposals. Provides recommendations to customers regarding enhancements to existing products and services as well as solutions that align with strategic performance drivers. Regularly meets with customer representatives to give status reports, and maintains records on customer activities. Demonstrates respect for the opinions of others.

- INFLUENCE – Investigates areas of disagreement. Presents facts, analysis, and conclusions or solutions in a way that demonstrates command of content, factors in perspectives and interests of the audience, and shows what is in it for them or the common good.

- OUTCOME DRIVEN – Evaluates the effectiveness of current metrics in pursuit of improved performance indicators. Takes appropriate actions to ensure obligations are met. Demonstrates the ability to challenge existing practices in order to become more effective. Contributes to improve work methods, outcomes and team performance.

- STRATEGIC BUSINESS PLANNING – Recommends departmental components of the strategic IT plan and its alignment with specific needs of business partners, and assesses the plan's impact on budgets and capital expenditure. Provides detailed analysis and summary of departmental issues for strategic planning. Develops strategies, alternatives and scenarios for reviewing project-specific initiatives. Tracks and reports progress against plan.

- STRATEGIC RELATIONSHIP MANAGEMENT – Interacts with customers in order to identify opportunities that meet organizational and technological needs, as well as meet internal criteria for best practices that meet the customer's specific operational requirements as they relate to the customer's organizational strategy. Provides recommendations that align short-term needs with strategic performance drivers.

Other competencies as required for successful performance in the lower-level series.

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.