



Code: 06C6
Family: IT-Functional Support
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: Information Technology

CLASS TITLE: VENDOR MANAGEMENT/LICENSE SPECIALIST

CHARACTERISTICS OF THE CLASS

Under supervision, coordinates vendor and licensing agreements for the following information technology roles: Vendor Management, Contract Management, Licensing & Software Management, or Asset Management, and performs related duties as required

This class is assigned to the Functional Support Information Technology Job Family which consists of positions that plan, manage and deliver business functional activities in support of business performance.

ESSENTIAL DUTIES

- Works to ensure IT vendors are delivering maximum value through their service across business units including IT products (hardware or software) or IT services (consulting, application development, infrastructure)
- Identifies value opportunities with key vendor relationships
- Identifies and evaluates technology service providers that are consistent with the organization's business strategy and architecture
- Reports vendor performance in areas that include (but are not limited to) quality, capacity, systems, and responsiveness
- Works with internal colleagues to ensure they have the appropriate information and knowledge at hand to be successful in what they do
- Interacts with vendors, business analysts, and managers, as well as communicates with executives
- Interfaces with finance, corporate counsel, accounts payable, procurement/purchasing, and technical teams
- Assists in the conduct of vendor audits, as required
- Works with the asset management organization and resources to track hardware and software inventory
- Provides appropriate support/training to staff as it relates to vendor relationships
- Develops and manages relationships with corporate sourcing and procurement
- Focuses initially on the head of IT vendor management's responsibilities and interaction points with internal organizations, as opposed to where in the organization the head of IT vendor management reports
- Assist in creation and management of a centralized contracts repository and portfolio to support contract negotiation, vendor management mission, goals, and objectives

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 Business Administration, Computer Science or a directly related field plus at least one (1) year of work

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experience in vendor management/relations, project/asset management, or procurement in a technology environment, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- Consumer Industrial Products & Services [CIPS], Six Sigma, COBIT and Skills Framework for the Information Age [SFIA] are preferred

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:

- *IT products and services (software and hardware) and current trends (cloud, digital, and agile)
- *vendor and relationship management principles and protocols

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.
- BUSINESS FUNCTION KNOWLEDGE – Involves the key players in identifying operating needs, issues and solutions. Proposes technical plans that are aligned with business objectives and technical requirements. Takes and leads actions to enhance business function standards and performance with the participation of business and technical partners.
- DECISION MAKING – Uses sound judgment to make appropriate and timely decisions in well-structured or routine situations. Weighs the advantages and consequences of alternative options before deciding on the approach to take. Knows when to escalate a decision.
- INFORMATION SEEKING – Utilizes a variety of information and data sources pertaining to organizational and professional trends. Checks the source for omission and accuracy. Identifies the sources that are appropriate for specific types of information. Checks for bias and omission. Seeks out the appropriate people to approach for guidance either formally or informally depending on the type of issue. Links information in a lateral as well as linear manner. Finds hidden data. Relates and manipulates data from various sources to create a fuller picture. Investigates and uncovers root causes of a problem or issue.

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- **PLANNING AND PRIORTIZATION** – Creates project plans and milestones to manage the delivery of individuals' work. Monitors progress of work against project plan as required to meet objectives. Is able to detect potential conflicts and address them promptly.
- **SERVICE PROVIDER ASSESSMENT AND EVALUATION** – Evaluates internal provider solutions against proposed external solutions. Researches and analyzes best-in-class vendors and identifies vendors and products that support the business strategy. Articulates options and makes a recommendation for the best match between service/product and business requirements. Proposes performance criteria and standards to meet business needs (quality, cost and responsiveness).
- **THOROUGHNESS** – Demonstrates operational agility. Uses organizational systems that result in multiple critical activities being identified and completed on time. Renegotiates priorities as necessary. Puts systems in place and uses them to monitor and detect errors and problems. Tests and inspects outputs, and applies quality checks prior to work submission.
- **VENDOR AND ALLIANCE MANAGEMENT** – Coordinates effective workflows and processes with one or more vendor and/or alliance partners. Resolves routine and nonroutine conflicts and performance issues. Tracks and reports on service satisfaction levels. Escalates operational failures as well as adverse trends in operational performance.

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.

City of Chicago
Department of Human Resources
March 2023