



Code: 06C1

Family: IT-Functional Support

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: PERFORMANCE MANAGER

CHARACTERISTICS OF THE CLASS

Under supervision, the class is responsible for the overall development, support, and maintenance of the service performance management process; and performs related duties as required.

This class is assigned to the City's Functional Support Information Technology Job Family which supports associates plans, manages, and delivers business functional activities in support of business performance.

ESSENTIAL DUTIES

- Creates and maintains a catalog of existing services offered by IT
- Analyzes, reviews and measures service level performance against agreed upon service-level agreements (SLAs) with the business and operating-level agreements (OLAs) with service providers (internal and external)
- Works closely with the business and service providers to negotiate and agree on service level requirements of any proposed new services and changes to existing services
- Works with the business and service providers to define the proper metrics and KPIs in evaluating service delivery quality and performance levels
- Produces regular reports on service performance and achievement to stakeholders
- Organizes and maintains the service level review process with the business and service providers
- Initiates any actions required to maintain or improve service levels
- Acts as the liaison for tracking, communicating, and managing any temporary changes to service levels (e.g., extra support hours required by the business, reduced level services for maintenance initiated by service provider)
- Must be innovative in identifying means to improve IT service quality within established boundaries
- Acts as a change agent to implement and manage quality improvement processes in service delivery management
- Possesses knowledge and expertise in IT service life cycle management models and frameworks (e.g., ITIL) and process improvement frameworks (e.g., Six Sigma, TQM)

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, Information Systems, Business Administration or a directly related field, plus two (2) years of work experience in defining IT service management metrics, developing service management procedures or managing service life cycle improvement, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- Experience in areas such as ITIL, Six Sigma and Lean, CMMI or COBIT.

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:

- *performance management protocols, methods and procedures
- *stakeholder management
- *planning and forecasting
- *infrastructure and operations support
- *IT service management metrics
- *service management procedures and service life cycle

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.
- ANALYTICAL THINKING – Undertakes a process of information and data collection and analysis for integration purposes. Identifies and makes sets of information and determines their relationships. Makes logical deductions from data. Identifies a solution for resolving the problem.
- BUSINESS PROCESS KNOWLEDGE – Assesses the needs of primary business functions. Suggests technical solutions for business functions, and implements action plans to improve ongoing business performance in ways that minimize day-to-day disruption of operations.
- CHANGE ADVOCATE – Supports change initiatives by following new directions as directed and providing appropriate information. Asks for feedback and ideas on how to do a better job and tries new approaches.
- 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 – Gathers and analyzes information or data on current and future trends of best practice. Uses appropriate tools, techniques and sources to gather, update and monitor information. Checks for accuracy of interpretation. Seeks out the appropriate people for guidance when needed, depending on the type of issue.
- 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.
- PLANNING AND PRIORITIZATION – Understands what he or she is expected to deliver and plans his or her time accordingly. Understands and can identify team or unit priorities.
- QUALITY MANAGEMENT – Is aware of methods and techniques for measuring quality in own work. Is learning the methods and procedures used in the enterprise for developing requirements and measuring results.

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