



**Susana A. Mendoza, City Clerk  
Office of the City Clerk**

**Position Title:** Technology Manager / Project Manager

**Salary:** \$70,000 - \$80,000, depending upon experience and qualifications.

**Position Overview:**

This position will be a direct report to the Chief Innovation Officer & IT Director for the Office of the City Clerk – City of Chicago (“OCC”).

This role is primarily dedicated to business analysis/management consulting; business policy analysis/design; analysis and design of technology/data; and technology project management. Towards that end, the agency seeks candidates who possess a passion for business analysis, improving service by implementing technology solutions, and technical problem solving, all of the aforementioned particularly in the public sector/government realm.

Candidates should expect a challenging environment, with significant opportunities for professional growth, exposure and skill development.

**Agency / Unit Overview**

The OCC has two distinct and generally non-overlapping core missions: (1) manage the docketing and official recordings of activity of the Chicago City Council and (2) administer the City’s wheel tax / residential parking program. As for the former (i.e., City Council matters), the agency has recently embarked on a multi-year project to identify potential future business states (in terms of policy/processes/technology), the gap between such future possible states and present day business model, and implementation paths that can be taken to achieve such state(s). Incremental business improvement programs are targeted as well as more expansive overhauls. As for the latter (i.e. Wheel Tax program), the agency has recently completed an overhaul of the entire wheel tax business program, and continues to pursue various revenue enhancement and cost reduction projects.

The OCC Technology Unit (i.e., the unit which this position is a part of) performs three key functions: (1) serve and support the aforementioned business programs in terms of participating in technology solution design/implementation and managing consultant vendors who perform the related IT development duties (2) administer various projects to meet the miscellaneous technology-related productivity/security needs of the agency, in close collaboration with the City’s IT Department (“DoIT”) (3) manage all aspects of those technologies that are utilized by the agency but which are not administered/managed by vendors/DoIT pursuant to the aforementioned two functions.

(Further information about the agency can be found at <http://chicityclerk.com/>)

**Working Conditions**

- General office setting.
- Fast-paced exciting environment, requiring prompt responses and timely completion of crucial tasks.
- Typical daytime work hours, with occasional required evening/weekend hours for special projects and emergencies.
- Routine off-site meetings in the Chicago downtown area to meet with other City agencies, City vendors and other partners.
- Salaried position – no overtime pay.

**Qualifications:**

Minimum qualifications include:

- Graduation from an accredited college or university with a Bachelor's degree in Computer Sciences, Information Technology/Systems, Business/Government Administration or a related field.
- Four years of experience in information system realm or business/consulting realm (with extensive systems knowledge/responsibility).

Preferred Qualifications:

- Extensive experience in project management capacity.
- Extensive experience in business analysis capacity.
- Extensive experience in design of human-computer interaction, data modeling, and industry-leading functional technology standards.
- Supervisory experience, either in operational capacity or project-specific capacity.
- Completion of formal training and/or independent study of system analysis standards (such as Business Process Model and Notation and Unified Modeling Language), business/system analysis techniques, business analysis methodologies, and/or project management standards/methodologies, as promulgated by organizations such as the Object Management Group, the International Institute for Business Analysis, and the Project Management Institute.
- Professional certification(s) in the area of project management, business analysis and/or system administration.

Desired Knowledge, Skills and Abilities:

- Knowledge
  - Extensive:
    - business process re-engineering principles and practices
    - IT systems development practices, standards, and procedures
    - methods, practices, and procedures for analyzing and resolving computer-related problems
    - management methods, practices, and procedures
  - Moderate:
    - applicable City policies, procedures, rules, regulations, and ordinances, and general public sector governance/authority models and related dynamics/challenges.
    - computer systems management
    - Web design principles and technologies
    - supervisory methods, practices, and procedures
  - Some:
    - commercial computer systems applications and their capabilities
    - applicable computer software packages
    - computer operating systems
    - programming logic, data manipulation, and integrated environments
- Skills
  - ACTIVE LISTENING - Give full attention to points others are making, take time to understand the points being made, ask questions as appropriate.
  - CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
  - MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action.
  - COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions.
  - MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work.
  - MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for a given task/project.
  - TIME MANAGEMENT - Manage one's own time and accounting for the schedule demands 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.
  - 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.
  - MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns.
- Miscellaneous:
  - PERSISTENCE – Ability to make progress in the face of obstacles on the job.
  - INITIATIVE - Demonstrate willingness to take on new challenges.
  - LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction.
  - TOLERANCE - Accept criticism and diversity within the workplace, including diversity of opinions and skills/abilities.
  - ADAPTABILITY/FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace.
  - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations.
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks.
  - INDEPENDENCE – Ability to guide oneself with little or no supervision.
  - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems.

## Specific Duties/Responsibilities

1. Perform all aspects of project manager duties in the course of managing a wide variety of technology special projects related to agency business /user needs. Additionally, perform business analysis activities related to those projects (e.g., eliciting business needs/requirements, documenting/cataloguing requirements, drafting specifications for to-be solutions).
2. In collaboration with business process partners and vendors: analyze present system usage and identify potential system optimizations, such as modifications to existing functionality, acquiring new services/functionality, and expanding use of various systems to larger stakeholder groups.
3. Analyze business practices/operations and current agency technologies, identify improvement opportunities, and author business plans and system requirements/specifications documents.
4. Devise and execute various quality assurance / quality control activities to identify design / development flaws in information technologies / business programs and identify/communicate appropriate corrective actions.
5. Maintain system documentation and project documentation, especially as system continues to evolve.
6. Administer a system change request / ticketing program.
7. Plan and execute training/change management activities related to system changes/enhancements.
8. Manage technology vendors both in contract-related matters (e.g., ensure alignment of invoices to work performed; alignment of burn rate to budget; alignment of project schedules to business program deadlines, etc.) and well as general performance (e.g., satisfactory completion of tasks/projects, sufficient support for end users, etc.).
9. Design strategies to analyze data so as to identify/communicate operational non-conformance with management expectations.
10. Perform various ad hoc data analysis duties, including actually writing and executing SQL statements and queries.
11. Perform basic system administration, such as managing reference tables, user groups, user credentials, and End User system configuration/access.
12. Participates in the review of information technology (IT) specifications detailed in new requests for proposals and contracts. Participates as a member of proposal review committees.
13. Assists in preparing the annual budget for the purchase and maintenance of hardware, software, contracted services and related supplies for the department.

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

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.