



**Code: 0646**

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

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## **CLASS TITLE: ENTERPRISE SUPPORT MANAGER**

### **CHARACTERISTICS OF THE CLASS**

Under direction, plans and manages the Department of Technology and Innovation (DTI) IT service management program; and performs related duties as required

### **ESSENTIAL DUTIES**

- Develops and implements an IT service management policy/framework that will mark clear milestones to improve centralized help desk service delivery
- Defines and implements standard processes that outline how incidents, requests and problems are identified, documented, assigned, and managed
- Provides vendor management to control costs, drive service, and mitigate risks to gain increased value from vendor(s)
- Negotiates and agrees on service level agreements (SLA's) with vendor(s) for any proposed new services and changes to existing services
- Oversees scheduling, prioritization, and completion of service calls and work orders, including escalations
- Reviews, analyzes, and measures service level performance against agreed upon SLA's and operating level agreements (OLA's)
- Identifies areas for service improvements and devises/delivers solutions to enhance quality of service
- Monitors and reviews performance of services through key performance indicators (KPI's) and other industry benchmarks
- Prepares weekly, monthly, and annual operational reports, including ad hoc reports for Senior management
- Develops and standardizes knowledge base for common problems to provide end-users easy access to information and avoid escalations
- Provides guidance on the departments IT asset management process including device replacement and software license management

**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**

- Eight (8) of IT service management experience, **OR**
- Graduation from an accredited college with an Associate's degree in Computer Science, Information Technology/Systems, Business Administration or a directly related field, plus six (6) years of IT service management experience, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Information Technology/Systems, Business Administration or a directly related field, plus four (4) years of IT service management experience, **OR**

- Graduation from an accredited college or university with a Master's degree or higher in Computer Science, Information Technology/Systems, Business Administration or a directly related field, plus three (3) years of IT service management experience

#### **Licensure, Certification, or Other Qualifications**

- Preference may be given to applicants who hold applicable professional licenses or certifications relative to the specific responsibilities of the position (*i.e., ITIL Certifications*)

#### **WORKING CONDITIONS**

- General office environment

#### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)

#### **PHYSICAL REQUIREMENTS**

- No specific requirements

#### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

##### **Knowledge**

Comprehensive knowledge of:

- \*IT service management in an environment with pre-negotiated Service Level Agreements and established agreements
- Information Technology Infrastructure Library (ITIL) processes and workflows
- \*vendor management
- \*industry standard reporting metrics related to IT service management
- IT service management software and tools (*i.e., ServiceNow*)

Moderate knowledge of:

- Information Technology Service Management (ITSM) frameworks
- asset and software license management
- knowledge base development

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
- 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
- TIME MANAGEMENT - Manage one's own time or the time of others
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes

**Abilities**

- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- 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

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction

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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.