



Code: 06C8

Family: IT–Delivery Management

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: APPLICATION DELIVERY MANAGER

CHARACTERISTICS OF THE CLASS

Under supervision, coordinates work, governance, and reporting activities across single or multiple agile or waterfall teams within the City of Chicago's IT organization; and performs related duties as required.

This class is assigned to the City's Delivery Management Information Technology Job Family which consists of delivery associates who plan, manage, and deliver projects, initiatives, and sprints. Associates work with key stakeholders and project teams across the departments to develop and convey product vision and manage the end-to-end project lifecycle.

ESSENTIAL DUTIES

- Facilitates work activities among team members using agile and project management techniques and toolkits
- Removes potential roadblocks from the path of the delivery team by negotiating conflicts and resolving issues
- Establishes a supportive network within the organization and facilitates the resolution of conflict between people
- Takes timely action when individuals fail to meet expectations and provides day-to-day coaching on tasks
- Fosters team self-organization
- Increases delivery speed by solving for delivery team distractions that may hinder release quality and removes roadblocks during the build phase
- Optimizes productivity of resources on agile or project teams, and maximizes value created by the team
- Provides support for the delivery team by performing governance and reporting activities; and works to increase cross-team and cross-silo coordination
- Anticipates risks throughout delivery life cycle and drives corrective behavior to mitigate these risks
- Works with Analysts and Product Owners to define/refine scope
- Facilitates the gathering of information required for agile team to perform backlog estimation and captures estimates
- Updates estimates and/or time-boxes during the sprint based on team performance and feedback
- Processes initiative inputs that are often distributed throughout the organization in order to eliminate distractions to the Delivery Team
- Manages and prioritizes project portfolios and/or backlogs
- Measures business value/outcomes and tracks customer satisfaction
- Ensures adherence to the product or project budget and provides feedback on estimations.
- Ensures incremental delivery aligned with sprints or project stage gates
- Contributes to the development of delivery standards

- Supports and coaches less experienced IT team members in delivery management
- Ensures that all team members have the tools and training required to perform effectively

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 four (4) years of experience in project management or agile delivery; or an equivalent combination of education, training, and experience.

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

Considerable knowledge of:

- project & product management
- agile methodology/development
- managing project/program budgets
- working with business areas to understand needs/requirements with an ability provide innovative solutions
- assessing solutions for current and future needs
- management and influence skills

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** – 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.
- **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.
- **PROBLEM SOLVING** – Asks questions and looks for data that helps to identify and differentiate the symptoms and root causes of everyday, defined problems. Suggests remedies that meet the needs of the situation and those directly affected. Escalates issues appropriately.
- **SYSTEMS THINKING** – Seeks advice and guidance on critical linkages between the assigned customer's business, technology and system platforms. Responds to problems by ascertaining the interaction and interdependencies of key system components.
- **SYSTEM DEVELOPMENT LIFE CYCLE KNOWLEDGE** – Performs required tasks for one or more phases of the SDLC. Prepares status updates on how work is progressing through a phase. Provides complete and accurate handoffs to team members who are responsible for subsequent phases of work. Meets project plan expectations and participates in resolving handoff issues.
- **THOROUGHNESS** – Performs tasks according to quality and output standards. Takes initiative to ensure that outcomes meet internal and external customer requirements. Solicits feedback on performance of new tasks. Measures accuracy using performance metrics. Sets improvement standards to reduce errors, omissions and oversights.

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.
