



Code: 06H3
Family: IT-Client Service
Service: Administrative
Group: Clerical, Accounting, and General Office
Series: Information Technology

CLASS TITLE: SERVICE OWNER

CHARACTERISTICS OF THE CLASS

Under supervision, the class functions as the business owner for one or more technology platforms specific to a software (e.g., ServiceNow, Salesforce, Microsoft) and/or system (e.g., Enterprise Resource Planning, Customer Information System) and/or functional area (e.g., Human Resources, Revenue and Cashiering). The Service Owner is the primary point of contact between business users and the solution providers, and engages with other technologists to ensure that enhancements and new development efforts and delivery of project management services within the organization meets the needs of the customer, and performs related duties as required, and performs related duties as required

This class is assigned to the Client Service Information Technology Job Family which consists of positions that manage the delivery of project and project-related services to customers to provide value and high-quality work that exceeds expectations, increase adoption, manage retention and to identify areas for expansion.

ESSENTIAL DUTIES

- The Service Owner is expected to become the subject matter expert on how the software and/or system is architected, implemented, and configured to meet complex business requirements for multiple internal and external users
- Collaborates on the design, build, price, and enhancement roadmap for specified service areas, as well as service delivery to ensure customer needs are achieved across the enterprise
- Works with multiple senior-level business unit leaders to understand the desired business outcomes of the service, and with architects, technologists, and external service providers to understand underlying technologies and configurations
- Understands service cost drivers and connects cost of service to consumption drivers
- Tracks service KPIs to drive ongoing improvements in service delivery performance
- Negotiates prices for services based on an understanding of the benchmark service levels, prices for service in the industry, and other factors
- Acts as a single point of engagement for demand planning and demand management conversations with business partners around their needs for a specific service functions
- Reviews business requests for service enhancements and undertakes cost evaluation, standards reviews, and prioritization
- Participates in continuous improvement efforts for the service area, and is responsible for solution delivery and customer satisfaction
- Engages with IT leaders, technologists, architects, and industry partners to stay abreast of new technologies, software/system enhancements, and the architecture roadmap
- Responsible for overseeing service-level agreements (SLAs) for specific services to ensure that services are delivered as contracted
- Interacts with technology brokers/vendor managers to identify and evaluate new technology products for their services, including alternative technologies that might be “replacements”

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

- Bachelor's degree from an accredited college or university in Computer Science, Business Administration, or a directly related field plus three (3) years of work experience in service delivery, direct business engagement, and specific technology domains, 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

- None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- *managing various stakeholders involved
- *service pricing, business case development, and account management
- *project management methodologies (e.g., Waterfall and Agile)
- *ITIL strategy formulation and service architecture
- * market and competitor analysis and business domain analysis

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.
- CREATIVITY – Participates in problem-solving discussions and suggests ideas as opportunities arise. Accepts that new ways of doing things can improve individual and team results.
- CUSTOMER SERVICE – Assumes responsibility for meeting customers' needs and holds self accountable for follow-up. Provides courteous, timely and professional service even in difficult situations. Instructs customers on products and services and how to apply them to their

business processes. Escalates to appropriate parties as needed. Makes customers and their needs a primary focus of one's actions. Performs tasks according to quality and output standards. Takes initiative to ensure that outcomes meet internal and external customer requirements.

- **FOUNDATION ARCHITECTURE KNOWLEDGE** – Demonstrates knowledge of the local implications of foundation architecture standards. Supports the need to adhere to standards. Finds out whom to go to for information and guidance.
- **OUTCOME DRIVEN** – Establishes specific performance standards and measures for own work. Assesses performance against metrics, deadlines and quality. Ensures that personal performance meets the standards and expectations of internal and external customers, as well as the organization.
- **PLANNING AND PRIORITIZATION** – Supports the development of the project plans for initiatives and projects. Responds to day-to-day operational priorities while still making progress on project work. Procures resources (people, funding, material, support) to ensure that the unit produces quality promptly.
- **PRODUCT/SERVICE PERFORMANCE ANALYSIS** – Performs basic commands and skills for administering one or more operating systems to improve performance by using available tuning tools, processes and procedures. Analyzes, identifies, documents and reports on performance degradation and associated obstacles. Monitors and manages space on disk. Assists in managing physical and logical volumes.
- **SERVICE PROVIDER ASSESSMENT AND EVALUATION** – Gathers and records data on specified vendors' services and products against defined requirements.

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