CLASS TITLE: GOVERNANCE MANAGER

CHARACTERISTICS OF THE CLASS

Under supervision, the class is responsible for managing, measuring. and monitoring controls in support of decision-making, policies, risk management and compliance, 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

- Provides oversight of software, product, and business customer operations including continuity management, automated testing, and change management
- Supports process documentation and review; reporting and analytics; managing, measuring. and monitoring controls in support of decision-making policies and compliance
- Manages, monitors, and ensures the performance of products, vendors, and support teams
- Supports governance, risk, and compliance activities related to vendor management & contract management, performing appropriate analysis
- Ensures that operations, procedures, and products meet compliance standards and security protocols
- Assists with creating and maintaining security standards and procedures
- Identifies risks and ensures IT controls and operational processes are in place to mitigate threats, and that quantified risk is communicated with stakeholders to inform decision making
- Coordinates and tracks audits and provides guidance on appropriate audit responses
- Monitors technology usage and ensuring processes and policies are adhered to for new technology within the environment
- Drives compliance by providing governance and ensuring compliance across and within the organization.
- Creates and manages against objectives and key results (OKRs)
- Works as a willing and valued team member accountable for achieving OKRs that drive success

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 plus three (3) years of work experience in Governance, Risk, Compliance (GRC), Information Security, or Audit, 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:

- *IT governance platforms
- *IT & Security governance principles and best practices
- *policy development
- *complex and technical issues across diverse audiences

Moderate knowledge of:

- *business process development, improvements, or enhancements
- *auditing principles and methods to evaluate policies, processes, and systems

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 PROCESS KNOWLEDGE – Defines routine, integrated processes. Documents processes using basic formal process charting techniques. Applies process definitions and flows to work performed. Identifies process bottleneck and contributes suggestions for process improvement.

- DECISION MAKING – Applies values, policies and procedures to make timely, routine decisions of limited, clear choice. Seeks instructions or escalates matters that require judgment.

- DESIGN THINKING – Recognizes patterns and trends from a variety of related sources. Creates an analytical structure and applies it to reconcile data and recognize the need for additional information. Communicates and works with team members to gather feedback on different solutions.

- ORGANIZATIONAL AND ENVIRONMENTAL AWARENESS – Inquires about the relationship of technology to the business as it pertains to assigned area of responsibility and related projects. Seeks out relevant information from available sources including supervisors, peers, customers, intranet/internet and documentation.

- 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.

- PLANNING AND PRIORITIZATION – Creates project plans and milestones to manage the delivery of individuals' work. Monitors progress of work against project plan as required to meet objectives. Is able to detect potential conflicts and address them promptly.

- STRATEGIC THINKING – Recognizes and acts upon future opportunities. Resolves day-to-day issues related to strategy implementation. Escalates issues that impact the customer and/or strategic initiatives. Contributes to the testing of hypotheses.

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