## CLASS TITLE: EXECUTIVE DIRECTOR

### CHARACTERISTICS OF THE CLASS

Under direction, this is a senior-level role responsible for cultivating and maintaining multiple strategic partnerships with a.) entities that broadly support IT workforce development and recruitment pathways for IT jobs at the City of Chicago (e.g., apprentices, interns, entry-level FTEs), b.) educational institutions and private sector businesses that have a vested interest in giving back to the City via participation in roundtables, IT strategic advisory boards, pro-bono consulting, executive/technologist-in-residence opportunities, etc., c.) aldermen and aldermanic staff to proactively understand their technology-related priorities for their wards and garner support and input on the City's technology vision, guiding principles, and strategic plan; and d.) to perform related duties as required.

This class is assigned to the Leadership Technology Job Family which consists of positions responsible for overseeing the identification, prioritization, and delivery of work activities, coach and developing employees, providing thought leadership to business partners, and shaping and executing the technology vision and strategy to maximize business values.

### ESSENTIAL DUTIES

- Partners with the CIO, department leaders, and governance boards to champion the City's technology vision and strategy for the City of Chicago to key stakeholders

- Works with the CIO and leadership team providing broad stakeholder insights on technology domains and desired capabilities in support of enterprise-wide initiatives and decisions

- Develops and manages a consistent, strategic, and programmatic approach to multiple partnership relationships, including, but not limited to, technology corporations, educational institutions, sister agencies, non-for-profit organizations, and "tech incubators" that have a presence and/or vested interest in the overall success of the City

- Establishes strategic partnerships that support workforce development within the City and creates viable recruitment pathways for IT jobs, including apprentices, interns, and entry-level hires

- Represents the City at key industry conferences and other sourcing events (e.g. job fairs) for the purpose of recruiting IT talent; partners with the Department of Human Resources to ensure that the City is prominently and professionally positioned, organized to efficiently screen candidates, conduct on-site interviews, and/or extend preliminary job offers

- Collaborates with the Digital and Web Services Lead, Chief Technology Officer, and Department of Human Resources to create exciting, relevant, and accurate information on the value proposition and civic opportunity for a public IT career at the City

- Uses network of stakeholders to assist the CIO and Mayor's Office in establishing opportunities for Chicago organizations to actively participate and give back as members of IT advisory boards, roundtables, pro-bono and/or executive-in-resident consultancies, in order to help the City achieve its goals for how it uses technology

- Engages with Aldermen and aldermanic staff to understand ward-specific technology needs and to garner support and input on the City's technology vision, guiding principles, and strategic plan

- Meets with technology vendors and other entities interested in partnering or working for the City; represents the department's priorities and needs, while ensuring confidentiality, upholding lobbyist requirements, and informing about the City's procurement rules

***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 Information Technology, Business, Computer Science, or a directly related field, plus ten (10) years of experience in technology and/or business, or an equivalent combination of education, training, and experience.
- MBA or Master's Degree preferred

### Licensure, Certification, or Other Qualifications

- Applicable professional licenses or certifications relative to the specific responsibilities of the position may be required

## 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 ADDITIONAL COMPETENCIES

### Knowledge

Comprehensive knowledge of:

- *managing cross-functional teams or projects, influencing senior-level management and key stakeholders
- *developing and maintaining IT strategic plans
- *assessing policy needs and developing policies to govern IT activities
- *program management principles
- *managing project timelines and budgets
- *cost-benefit analysis principles and methods
- *IT concepts, principles, methods, and practices
- *preparing IT budgets
- *performance monitoring principles and methods

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, taking 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

- MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job

- JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

- ANALYTICAL THINKING - Works with data to identify patterns and uses judgment to form conclusions that may challenge conventional wisdom. Interprets, links, and analyzes information in order to understand issues.

## 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

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

- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

## Additional Competency Requirements

- COMMUNICATIONS FOR RESULTS - Develops and communicates a clear and compelling vision that moves others to act. Converses with, creates strategic documents for, and delivers presentations to internal business leaders and external groups. Leads discussions and effectively debates issues to bring the most critical points to the forefront for decision making. Easily adapts to the diverse interests, styles and perspective of key players.

- GROWTH MINDSET - Identifies knowledge, skills and competencies that are key to the business's long-term business success. Facilitates and promotes team learning through analysis of team successes and failures. Solicits feedback on improvements needed to make enterprise-wide strategies effective. Sets direction for the personal growth of self and the organization.

- INITIATIVE - Integrates future and conflicting scenarios and opportunities. Directs planning for potentially significant outcomes and contingency plans. Identifies areas of high risk. Procures significant commitment of organizational resources, involving resource owners, organizational leaders, core business processes and technologies. Leads step-by-step long-term responses, seeking and evaluating input from authoritative sources. Sustains progress in unprecedented strategic directions while maintaining superior ongoing performance.

- OWNERSHIP AND COMMITMENT - Directs planning for potentially significant outcomes. Procures commitment of organizational resources, involving resource owners, organizational leaders, core business processes and technologies. Sustains progress in unprecedented strategic directions while maintaining superior ongoing performance.

- CHANGE ADVOCATE - Leads the planning and implementation of change programs that impact critical functions/processes. Partners with other resource managers/change agents to identify opportunities for significant process enhancements. Recommends changes that impact strategic business direction. Sets expectations for monitoring and feedback systems and reviews performance trends. Evaluates progress and involves peers and team members in analyzing strengths and weaknesses in performance. Improves efficiency by spearheading pilots and planned functional change initiatives.

- DECISION MAKING - Makes key decisions that have a enterprise wide or strategic impact. Predicts how a decision will affect key stakeholder groups (internal and external) and develops strategies to build support for the decision and overcome obstacles. Rapidly identifies the key issues that need to be considered when making strategic decisions.

- CUSTOMER PARTNERSHIP - Partners with business leaders to identify cross-functional opportunities that integrate organizational and technological strategies, meet externally benchmarked criteria and integrate the customer's specific operational requirements as they relate to the organizational strategy. Devises enhancements to plans and advises on emerging opportunities during large-scale implementations. Proactively identifies and creates options to meet the needs of multiple integrated customer groups. Identifies potential initiatives through input from staff, vendors and customers. Meets with peers from customer groups and proposes technological and deployment solutions and related changes in business processes. Shares and assesses potential solutions with appropriate experts. Recommends technological solutions that fit the customer's needs, capabilities and culture. Uses appropriate interpersonal skill and communication methods to build constructive relationships with customers, business units and organizations to meet mutual goals and objectives.

- LEADERSHIP – Continually measures the organization's performance against the "best in class" in its peer group and sets a vision and plan to exceed these benchmarks. Allocates functional roles, levels of accountabilities and strategic assignments. Empowers and enables team members to carry out and implement that vision. Effectively coaches, mentors and trains new and existing team members in political, organizational, industry/business, behavioral and technical skills.

- OUTCOME DRIVEN - Assesses group performance against goals and identifies areas for improvement. Translates business opportunities into concrete measures that are beneficial for the organization. Dares to take calculated risks in order to let the business develop positively.

- SELF CONFIDENCE – Finds opportunities to execute new initiatives. Reports trends and offers ideas. Debates opinions. Proposes reasoned but contested viewpoints. Shares perspectives on controversial issues. Sets high standards for self and others. Provides tough feedback when agreed-upon standards are unfulfilled. Shares counsel and advice. Demands honest and direct feedback.

- STRATEGIC BUSINESS PLANNING – Reviews, approves and sponsors the cross-functional strategic technology plan. Integrates strategic business cases for composite enterprise and program-specific initiatives. Presents summary of enterprise issues and technology responses for strategic planning purposes. Presents detailed strategic plans and investment requirements to senior leadership and monitors progress against the plans, reallocating resources and changing priorities as needs dictate.

- STRATEGIC RELATIONSHIP MANAGEMENT - Partners with business leaders to identify cross-functional opportunities that integrate organizational and technological strategies, meet externally benchmarked criteria and integrate the customer's specific operational requirements as they relate to the organizational strategy. Provides recommendations and agrees to plans that align medium-term needs with strategic goals and objectives.

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