



<b>DATE</b>	February 2020
<b>JOB CODE</b>	ITVDMGR
<b>FLSA</b>	EXEMPT
<b>EEO</b>	

JOB TITLE: Vendor Manager  
 DEPARTMENT/DIVISION: Information Systems  
 REPORTS TO: Director of Information Systems

**SUMMARY:** Responsible for IS procurement, contract management and vendor relationship management. Participates in the budget process to assure adequate appropriation of funds. Responsible for managing the procurement, contracts and evaluation of multiple IS products and services for the entire organization. Works closely with multiple department leaders to understand business needs. Seeks to achieve the highest value service from vendors and evaluates vendor performance according to established performance metrics.

**ESSENTIAL JOB FUNCTIONS:**

- Assist in setting the strategic direction, mission and vision of the Vendor Management Office (VMO).
- Collaborate with internal business lines to develop criteria and best practices for vendor selection.
- Provide assistance to procurement teams to optimize the cost-effectiveness of negotiations and ensure compliance of negotiated agreements relating to IS services and products.
- Develop or assist in the development of Request for Information and Request for Proposals relating to IS services and products.
- Participate in the negotiation process of service level agreements, ensures that contractual obligations are achieved, and initiates contract changes when required.
- Pursue new vendor relationships when necessary and seeks to achieve the most profitable service from vendors.
- Manage the maintenance/enhancement of tools for use in IS vendor management, including vendor tracking, analytics and vendor performance management.
- Manage the collection, consolidation and communication of reporting and data on IS vendor contracts, performance, risk and relationships to key stakeholders and vendors.
- Manage the creation and maintenance of a repository of vendors in a contract management database to track key dates and assess demand.
- Manage IS vendor relationships as the key point of contact between specified vendors and the business.
- Serve as a point of escalation for vendor issues or disputes and drive those issues to resolution.
- Participate in overall business technology planning, bringing a current knowledge and future vision of technology and systems.
- Develop, implement and manage reporting of metrics and Service Level Agreements that effectively measure team and vendor performance in line with the needs of the business.

- Work closely with all IS teams and business lines to manage customer satisfaction, directing investigation and remediation of service level breakdowns.
- Responsible for optimizing vendor relationships through contract management, financial and quantitative analyses and relationship management, effectively creating mutually beneficial opportunities for the City.
- Investigate industry trends and implement new technologies to improve the level of service and technology provided to the City.
- Develop a user-centric service attitude in team members to enhance customer focus through responsive and innovative technology.
- Serves as subject matter expert for their division; develops and monitors program budget; prepares special and recurring reports and proposals for training programs, projects, hardware, software and other development plans.
- Represent the City in meetings with government agencies or other meetings related to their division responsibilities.
- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Evaluate staff performance, assess training needs and develop improvements to workflow.
- Participate in a variety of special projects in support of departmental operations, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Perform other duties as assigned, which may involve irregular work hours, including evenings and weekends

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- Assist in IS budget preparation
- Responsible for IS vendor relationships and contracts
- Supervise IS finance and contract management staff

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Extensive knowledge of the Information Technology industry and the products and services provided by technology vendors
- Knowledge of contract management and negotiation
- Knowledge of commercial terms (warranties, intellectual property, indemnification) in IS agreements
- Knowledge of financial concepts, such as depreciation schedule, dollar costing and total cost of ownership
- Knowledge of the entire vendor life cycle (sourcing, procurement, vendor management), and how internal roles interact and operate through the duration of vendor engagements
- Knowledge of strategic planning principles
- Knowledge of process improvement principles and practices
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes

- Skilled with a distinctive blend of business, information technology, financial and communication
- Skilled at influencing and negotiation in an environment where resources may not be in direct control of this role
- Skilled at analytical, strategic, and conceptual thinking, strategic planning and execution, and a broad understanding of business strategy
- Skilled at customer service, communication, interpersonal and presentation
- Skilled in evaluating quality and reviewing final work products
- Skilled in assessing cost efficiency and effectiveness of municipal operations
- Skilled in identifying and solving problems
- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in preparing clear and concise reports
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Skilled in successfully managing vendors/third parties, including, but not limited to, policies, performance, vendor risk, relationships, contracts, and issue and dispute resolution
- Ability to work effectively in a collaborative environment and foster teamwork across all levels of the organization
- Ability to manage multiple work streams with input from resources from a variety of teams, delivering high quality, on budget, within schedule solutions as an IS service.
- Ability to influence without authority and collaborate with internal lines of business and stakeholders
- Ability to clearly articulate the business value proposition for all IS enabled initiatives.
- Ability to develop and execute a strategic resource plan
- Ability to work effectively in a collaborative environment and foster teamwork across all levels of the organization
- Ability to manage multiple work streams with input from resources from a variety of teams, delivering high quality, on budget, within schedule solutions as an information technology service

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree in Computer Science or Business Management, or a related field.
- 7 years of experience in a vendor management or contract management supervisory role
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

**PREFERENCES:**

- Experience with State and Local government contracts for technology products and services.
- ITIL Foundation certification.

**WORKING CONDITIONS: (Example)**

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.