



Code: 0634

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: DATA SERVICES ADMINISTRATOR

CHARACTERISTICS OF THE CLASS

Under direction, coordinates the information technology needs for a department OR performs system administration and management functions within the City's centralized Information Technology (IT) department, and performs related duties as required

ESSENTIAL DUTIES

- Identifies computer hardware and software needs of users and recommends cost efficient means for meeting those needs
- Oversees the purchase, installation, and configuration of new hardware and software
- Deploys the release of new technologies and monitors the work of vendors and contract staff responsible for the implementation and maintenance of new applications
- Designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware
- Manages systems and services on the department's local and wide area network (LAN/WAN) environment, ensuring system security, user access, and software availability
- Functions as System Administrator for a citywide application (e.g., Financial, Human Resources and Payroll applications) by overseeing application security, system configurations and modifications
- Writes programs and queries to create management reports, design and modify existing databases and applications
- Coordinates the set-up of Internet, City Intranet, and E-mail accounts
- Provides technical support by troubleshooting and/or coordinating the resolution of system and hardware problems
- Coordinates projects related to the development and maintenance of a department's information technology systems (e.g., Intranet applications, data, telecommunications, audio/video services, office relocations)
- Serves as a liaison to the City's centralized IT department and vendors on system installation and modification projects
- Researches, evaluates and recommends software products for purchase, as required
- Trains users on new hardware and software applications, as required

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 Sciences, Information Technology/Systems, or a directly related field, plus four years of work experience in computer operations; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Stressful situations with imposed deadlines

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals)
- Client/server computer
- Local area/wide area communications network

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- *operation and administration of local and wide area networks
- *system security protocol, policies, and procedures
- *applicable computer software packages

Some knowledge of:

- *methods, practices, and procedures for analyzing and resolving computer-related problems
- *commercial computer systems applications and their capabilities
- *computer systems management
- *distributed and centralized computer systems
- *IT systems development practices, standards, and procedures
- *computer operating 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
- *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
- *EQUIPMENT MAINTENANCE - Perform routine maintenance on equipment and determine when and what kind of maintenance is needed
- *EQUIPMENT SELECTION - Determine the kind of tools and equipment needed to do a job
- *TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

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
- 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

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

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.