



Code: 06A5
Family: Information Technology
Service: Administrative
Group: Clerical, Accounting and General Office
Series: Information Technology

CLASS TITLE: TECHNOLOGY ACCESSIBILITY COMPLIANCE OFFICER

CHARACTERISTICS OF THE CLASS

Under general supervision, the class reports to an Information Technology Director responsible for functioning as an expert in digital accessibility and compliance ensuring that persons with disabilities can access City of Chicago information, programs and services and performs related duties as required

ESSENTIAL DUTIES

- Meets with project stakeholders (e.g., project managers, designers, engineers, etc.) to establish project goals and resources for accessibility in all phases of project work
- Participates in the design, evaluation and validation of digital products maintained within the City's digital structure
- Coordinates the implementation of digital accessibility on City digital platforms (e.g., websites, social media, software, etc.)
- Identifies issues and suggests potential solutions for accessibility barriers based on standards and mobile phone platform accessibility guidelines (e.g., W3C, WCAG 2.0 and WCAG 2.1)
- Supports community engagement and feedback and works to resolve digital accessibility barriers
- Conducts user research interviews and usability and accessibility tests on websites and applications and reports findings
- Interprets and ensures digital compliance with local, state and federal laws applicable to City of Chicago information and service delivery
- Functions as a resource for City departments and vendor partners by providing technical assistance and guidance on creating, implementing and maintaining accessible digital information
- Establishes and communicates Citywide standards and guidelines via blog posts and other online content
- Develops and coordinates enterprise-wide digital accessibility training, communication and outreach materials
- Ensures that work products launched by the City meet Web Content Accessibility Guideline standard requirements and/or provide guidance towards remediation of existing digital projects
- Develops, refines and implements enterprise-wide digital accessibility policies, procedures, and standards across multiple platforms and application environments to meet compliance and other City responsibilities
- Monitors and reports on the City's ongoing compliance with digital accessibility regulations, internal policies, standards, and procedures.
- Advocates the importance of accessibility, inclusion, and universal design to partners and funders
- Keeps abreast of digital accessibility related technology, best practices and regulations

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- Prepares technical and status reports for management review
- Performs business analysis including requirements gathering and gap analysis, 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**

- Six (6) years of experience in computer assisted technology, information technology compliance/quality assurance and/or accessibility design and development, **OR**
- Graduation from an accredited college with an Associate's degree, plus four (4) years of experience in computer assisted technology, information technology compliance/quality assurance and/or accessibility design and development, **OR**
- Graduation from an accredited college or university with a Bachelor's degree, plus two (2) years of experience in computer assisted technology, information technology compliance/quality assurance and/or accessibility design and development, **OR**
- Graduation from an accredited college or university with a Master's degree, plus one (1) year of experience in computer assisted technology, information technology compliance/quality assurance and/or accessibility design and development

Licensure, Certification, or Other Qualifications

- Preference may be given to applicants who possess experience with HTML or CSS

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computers)

PHYSICAL REQUIREMENTS

- No specific requirements

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

Considerable knowledge of:

- *principles, concepts, methods and techniques of universal design
- *standards, requirements and regulations relative to confidentiality of digital information
- *computer and assisted technologies, disability practices and procedures
- *web and mobile publishing standards and best practices related to accessibility
- *applicable federal and state laws, policies, regulations and standards (e.g., Americans with Disabilities Act – Amendment and Section 504)

Moderate knowledge of:

- *user experience, human computer interaction, and user centered design methodologies and best practices
- *web publishing standards and best practices related to usability and writing for the web
- *business requirement analysis principles and methods
- *principles and procedures for creating user experience deliverables
- project management principles, methods and practices

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *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
- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *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
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *SYSTEMS ANALYSIS – Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- *QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance
- *TECHNOLOGY DESIGN – Generate or adapt equipment and technology to serve user needs
- *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
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns

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Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- 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
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- 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.

City of Chicago
Department of Human Resources
April, 2021; May, 2025