



**Code: 1717**

Family: Planning and Urban Development

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Statistical

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## **CLASS TITLE: CHIEF DATA AND INFORMATION ANALYST**

### **CHARACTERISTICS OF THE CLASS**

Under direction, plans and directs the activities of the Information Technology Unit in the Office of the Inspector General (OIG), and performs related duties as required.

### **ESSENTIAL DUTIES**

- Directs technical staff engaged in meeting the information technology needs of department sections
- Evaluates performance of subordinate staff and makes recommendations for disciplinary action
- Provides operational direction for sustainable, high quality and secure data center operations that support department mandates and initiatives
- Maintains essential IT operations, including operating systems, security tools, applications, servers, emails systems, laptops, desktops, software, and hardware
- Leads department Information Security governance and implementation strategy
- Ensures that IT and network infrastructure adequately support department computing, data processing, and communications requirements are met, and systems are up and running
- Manages, maintains, supports, troubleshoots, and optimizes VMware and Windows environments
- Assists the Deputy Inspector General of Operations in developing IT budget and monitoring IT expenditures
- Assists Senior Staff in identifying new technologies or enhancements to existing server and computing technologies to optimize program/service work products through automation
- Oversees large-scale projects including managing timelines, providing technical assistance to team members in implementing new IT solutions/systems, implementing security patches, monitoring system maintenance schedules, and supporting services
- Collaborates with Asset Information and Services Department on information security concerns or access to City's network infrastructure
- Communicates goals, projects, and timelines to ensure proper allocation of technical resources across different departmental initiatives related to data mining and data access
- Manages staff responsible for conducting digital forensics and eDiscovery work of gathering, preserving, analyzing and reporting on the electronically stored information for investigative purposes
- Assists Analytical Unit with backend data integration tasks
- Keeps abreast of new or emerging data center technology, software as a service application, and cybersecurity trends and best practices and recommends changes to departmental policies and procedures as appropriate

**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**

- Nine (9) years of work experience in information technology/systems, information technology project implementation and/or project management, or data management, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree in Business Administration, Computer Science, Information Technology/Systems, or a directly related field, plus seven (7) years of work experience in information technology/systems, information technology project implementation and/or project management, or data management, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Computer Science, Information Technology/Systems, or a directly related field, plus five (5) years of work experience in information technology/systems, information technology project implementation and/or project management, or data management, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Business Administration, Computer Science, Information Technology/Systems, or a directly related field, plus four (4) years of work experience in information technology/systems, information technology project implementation and/or project management, or data management, of which two (2) years are in a supervisory role related to the responsibilities of the position

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., desktop computer, computer terminals, hand-held computer)
- Local area/wide area communications network
- Data center products and services (e.g. servers, routers, switches, firewalls, etc.)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Comprehensive knowledge of:

- \*data center tools and technologies, including tiered and hyperconverged systems
- \*data center HVAC and UPS infrastructure
- \*data center planning and maintenance techniques

- \*troubleshooting methods to resolve problems and issues related to configuration of data center products and services, including server environments (MS Windows, Linux, MS SQL, VMware, etc.)
- \*distributed and centralized computer and computer operating systems
- \*methods, practices and procedures for analyzing and resolving computer-related problems
- \*new and emerging information infrastructure technologies and/or industry trends
- \*system testing and evaluation principles, methods and tools
- \*IT concepts, IT system development practices, standards and procedures
- \*data security policies and procedures
- \*security solutions, anti-virus, security incident and event management, encryption, endpoint detection and response, data loss prevention, system patching, vulnerability management and threat intelligence solutions.
- \*data storage management, file back-up, and restoration/disaster recovery techniques
- \*programming logic and languages, data manipulation and integrated environments
- \*research methods, techniques and procedures
- \*applicable computer software packages

Considerable knowledge of:

- \*quality standards for digital forensics
- \*technical documentation methods and procedures
- \*cybersecurity framework (e.g., NIST, COBIT, and CIS Controls)
- \*data mining processes and tools
- \*data query, analysis and reporting
- \*Microsoft Client and Server Operating Systems.
- \*installing, configuring, and troubleshooting Windows based environments.
- \*Active Directory Administration (User, Group, Computer, Group Policy).
- \*network architecture and connectivity, setup and install, support and troubleshooting.
- \*systems monitoring solutions.
- \*imaging and disk duplication technology.
- \*Office 365 Licensing and SQL Server Administration.
- \*Help Desk systems in an Enterprise environment.
- \*cloud systems, preferably in Microsoft Azure and AWS.
- \*managing a combination of on-prem, hosted, and cloud-based systems.
- \*virtualization and containerization (e.g., VMware, Kubernetes)
- \*firewalls and endpoint protection solutions

Moderate knowledge of:

- \*management and supervisory methods, practices, and procedures

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

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

- \*ACTIVE ENGAGEMENT - Give full attention to what other people are communicating, 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
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- \*PROGRAMMING - Write computer programs for various purposes
- \*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 users needs

### **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
- REASON MATHEMATICALLY – Choose the right mathematical methods or formulas to solve a problem
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- COMPARE AND RECOGNIZE DIFFERENCES - Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns (includes comparing a presented object with a remembered object)
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS – Combine pieces of information to firm general rules or conclusions

### **Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

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- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
  - INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
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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.

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City of Chicago  
Department of Human Resources  
March, 2022; April, 2025