CLASS TITLE: TECHNICAL SUPPORT ADMINISTRATOR - IGO

CHARACTERISTICS OF THE CLASS

Under supervision, provides technical hardware, software and network support for the Inspector General’s Office and performs related duties as required.

ESSENTIAL DUTIES

- Fields and logs all incoming technical support requests from end-users for tracking and troubleshooting.
- Interviews department users and documents all pertinent end-user identification information and nature of problem or issue.
- Troubleshoots first tier software and hardware problems (e.g., setting up e-mail, usernames, and passwords; operating personal computers and software) and refers more complex problems.
- Prepares training materials and instructs users in the operation of new or upgraded software applications.
- Sets up and configures office desktops, laptops, computer hardware, printers, mobile devices and peripheral equipment.
- Maintains inventory of IT hardware and software assets and mobile devices.
- Assists in application administration for the Inspector General’s Office case management system.

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

- Fifteen semester hours in Computer Sciences or Information Technology/Systems OR one year of experience in performing technical support functions, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Availability to work on an on-call basis is required

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, modems, scanner)
- Local area/wide area communications network
• Client/server computer
• Mainframe computer

PHYSICAL REQUIREMENTS
• Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge
Some knowledge of:
• *methods, practices, and procedures for troubleshooting computer-related problems
• *hardware and software installation and configuration procedures and techniques
• multiple computer software packages and their applications
• commercial computer systems applications and their capabilities
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
• REPAIRING – Repair machines or systems using the needed tools
• INSTALLATION - Install equipment, machines, wiring, or programs to meet specifications
• 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

Other Work Requirements
• INITIATIVE – Demonstrate willingness to take on job challenges
• DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
• ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
• 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
July, 2013