



**Code: 06L5**

Family: IT-Technical Support

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

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## **CLASS TITLE: PRINCIPAL SUPPORT TECHNICIAN**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, performs as a technical specialist interacting with customers to provide and process information in response to concerns and requests about products and services with guidance and/or direction, and performs related duties as required.

This class is assigned to the Technical Support Information Technology Job Family which consists of technical support specialists that interact with end users to provide technical support through multiple communication channels and at differing degrees of complexity and are responsible for end-to-end resolution of incidents and problems.

### **ESSENTIAL DUTIES**

This class is the highest non-supervisory level in the Support Technician series. This class title requires an increased level of technical skills beyond the fully functional level. Positions in this classification also participate on large-scale technical projects and function as subject matter experts that resolve the most difficult customer issues. Positions in this classification work with outside support teams to resolve issues. The principal level also has the greatest level of authority in the series to complete assignments and make decisions independently.

- Resolves escalated tickets requiring complex support knowledge and skills
- Participates in the resolution of major incidents
- Assists Support Technicians and Senior Support Technicians with resolving outstanding issues
- Monitors support queue to ensure tickets are scaled appropriately
- Documents issues and provides details on resolution attempts
- Independently provides technical support functions to customers
- Provides real-time support via phone/chat/email to employees and end-users
- Drives to successfully support resolution in accordance with department service goals
- Assesses, appropriately triages, and escalates tickets to outside support teams when appropriate
- Monitors the network via a terminal to read and view files on servers and to conduct complex connectivity tests to isolate and identify the source of problems
- Obtains and evaluates all relevant information to handle product and service inquiries
- Enters call data into the tracking system
- Provides user access service
- Processes requests and incidents
- Assists customer with recovery issues
- Diagnoses customer problems relying on expertise in technical support functions
- References problem management database and help desk systems
- Follows up on customer interactions to ensure issues have been resolved
- Documents incident status and resolution
- Responds to and establishes communications and confirmations with incident reporting parties

- Takes steps to meet or exceed service-level agreement (SLA) targets
- Explains service procedures to customers
- Follows up in a timely manner to ensure customer satisfaction
- Monitors and adheres to performance metrics
- Assists with identifying recurring incidents and notifies team members/leaders
- Communicates incident patterns
- Provides courteous, efficient, and friendly service to customers always to all customers
- Documents problem status and resolution in tracking log
- Documents solutions to common problems and responses to frequently asked questions
- Creates and updates documented resolution, job aids, or help desk procedures to a knowledge base
- Communicates updates on issues in a timely manner to ensure customer satisfaction and productivity
- Provides on-the-spot appropriate instructions to customers
- Assists in training new Support and Senior Support Technicians

**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 with an Associate's Degree or technical institute degree/certificate in Computer Science, Information Systems plus one year of IT support work experience, or three (3) years of IT support work experience, or an equivalent combination of education, training and experience.

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment

### **EQUIPMENT**

- Standard office equipment (e.g., phone, printer, copier, computers, mobile devices)
- Standard productivity suites (e.g., Microsoft Office Suite, OpenOffice, Google Workspace)

### **PHYSICAL REQUIREMENTS**

- None

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

#### **Knowledge**

Moderate knowledge of:

- \*hardware and software products and problem solving/diagnostic skills
- \*operation and installation of hardware and peripheral equipment
- \*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

Other knowledge as required for successful performance in the Senior Support Technician class

### **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
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- TIME MANAGEMENT - Manage one's own time or the time of others
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- 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

### **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
- CONCENTRATE - Concentrate on a task over a period of time without being distracted
- 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
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

### **Additional Competency Requirements**

- COMMUNICATION FOR RESULTS – Writes, speaks and presents effectively. Explains the immediate context of the situation, asks questions with follow-ups and solicits advice prior to taking action. Develops presentations to influence others by using graphics, visuals or slides that display information clearly. Listens and asks questions to understand other people's viewpoints.

- **GROWTH MINDSET** – Takes ownership of personal growth. Identifies knowledge gaps. Asks questions of subject matter experts and seeks help when needed. Keeps abreast of information, developments and best practices within a field of expertise (e.g., by reading, interacting with others or attending learning events).
- **INITIATIVE** – Volunteers to undertake tasks that stretch his or her capability. Identifies who can provide support and procures their input. Identifies problems and acts to prevent and solve them.
- **OWNERSHIP AND COMMITMENT** – Volunteers to undertake tasks that stretch his or her capability. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved. Identifies problems and acts to prevent and solve them. Identifies who can provide support and procures their input.
- **CUSTOMER PARTNERSHIP** – Participates in cross-functional activities to achieve organizational objectives. Interacts with customers in order to identify opportunities that meet organizational and technological needs. Identifies the customer's operational requirements and technological needs related to the customer's organizational strategy. Mines for operational and functional enhancements to projects and services. Assesses the potential capabilities of available, cost-effective technology. Develops tactical initiatives that proactively address customer needs and provides recommendations that align short-term needs with strategic performance drivers. Anticipates unstated ways of better satisfying the customer's needs. Develops networks and builds alliances.
- **INFORMATION SYSTEMS KNOWLEDGE** – Identifies means of integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet customer needs. Creates information system solutions to meet the needs of business partners. Partners with appropriate technical consultants, experts and managers.
- **PROBLEM SOLVING** – Issues are often challenging and require analysis to understand and resolve. Applies problem-solving methodologies to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.
- **PROCESS ORIENTATION** – Takes steps to identify and improve processes within own functional area. May escalate process improvement recommendations to appropriate management team for consideration. Participates on process improvement teams as subject matter expert for assigned areas of responsibilities.
- **TEAMWORK** – Actively solicits ideas, opinions and concerns from others to quickly accomplish objectives. Proactively shares information, knowledge and advice with others in own group. Supports others to raise team performance.
- **THOROUGHNESS** – Demonstrates operational agility. Uses organizational systems that result in multiple critical activities being identified and completed on time. Renegotiates priorities as necessary. Puts systems in place and uses them to monitor and detect errors and problems. Tests and inspects outputs, and applies quality checks prior to work submission.

Other competencies as required for successful performance in the lower-level series.

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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.

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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, 2023