



Code: 0645

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

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

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- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and 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.

City of Chicago
Department of Human Resources

July, 2013