



**Title Code: 0681**  
Family: Information Technology  
Service: Administrative  
Group: Clerical, Accounting, and General Office  
Series: Information Technology

## **CLASS TITLE: TECHNICAL SUPPORT ADMINISTRATOR – COPA**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, this position with the City of Chicago's Civilian Office of Police Accountability (COPA) provides technical support and maintenance and administers the agency's IT hardware, operating systems, software, backups, servers and mobile devices, including related hardware, software, networks, and all other agency technology assets.

### **ESSENTIAL DUTIES**

- Reports to the Director of Information Systems providing technical support to COPA end-users for all IT related issues, both hardware and software
- Troubleshoots software and hardware problems (e.g., setting up e-mail, usernames, and passwords; operating personal computers and software) and refers more complex problems to professional IT technicians
- Maintains and supports desktops, laptops and servers
- Installs, upgrades, tests and configures work stations, peripheral equipment and software
- Performs backups, imaging & deploying of new machines/hardware upgrades
- Sets up IT system user access to systems and services
- Creates and updates profiles, permissions, and maintains user accounts
- Coordinates the set-up of Internet, City Intranet, and E-mail accounts
- Supports internal networks, LANs, WANs, internet connectivity, and VoIP phone systems
- Maintains inventory of IT hardware and software assets and mobile devices
- Provides technical support via phone, email, remote, and on-site to users
- Liaises with the City's DoIT in support of users
- Instructs users in the operation of new or upgraded software applications

**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**

- Windows Server and Desktop OS experience (Windows 10) - support and management, preferred
- MS Office (2010, 2013, 2016) and Outlook support, preferred
- Exchange and/or Office 365 administration, preferred
- Google Apps suite (Chrome OS) experience, preferred
- Mobile device (Tablets, Android, Apple, Windows) – support and management, preferred
- Experience with serial and laser printers, preferred.

**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

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- 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

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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  
November, 2016