



**Code: 0634**

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

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## **CLASS TITLE: DATA SERVICES ADMINISTRATOR**

### **CHARACTERISTICS OF THE CLASS**

Under direction, coordinates the information technology needs for a department OR performs system administration and management functions within the City's centralized Information Technology (IT) department, and performs related duties as required

### **ESSENTIAL DUTIES**

- Identifies computer hardware and software needs of users and recommends cost efficient means for meeting those needs
- Oversees the purchase, installation, and configuration of new hardware and software
- Deploys the release of new technologies and monitors the work of vendors and contract staff responsible for the implementation and maintenance of new applications
- Designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware
- Manages systems and services on the department's local and wide area network (LAN/WAN) environment, ensuring system security, user access, and software availability
- Functions as System Administrator for a citywide application (e.g., Financial, Human Resources and Payroll applications) by overseeing application security, system configurations and modifications
- Writes programs and queries to create management reports, design and modify existing databases and applications
- Coordinates the set-up of Internet, City Intranet, and E-mail accounts
- Provides technical support by troubleshooting and/or coordinating the resolution of system and hardware problems
- Coordinates projects related to the development and maintenance of a department's information technology systems (e.g., Intranet applications, data, telecommunications, audio/video services, office relocations)
- Serves as a liaison to the City's centralized IT department and vendors on system installation and modification projects
- Researches, evaluates and recommends software products for purchase, as required
- Trains users on new hardware and software applications, as required

**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 or university with a Bachelor's degree in Computer Sciences, Information Technology, or a directly related field, plus four years of work experience in computer operations experience; or an equivalent combination of education, training and experience

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment
- Stressful situations with imposed deadlines

**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)
- Client/server computer
- Local area/wide area communications network

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Moderate knowledge of:

- \*operation and administration of local and wide area networks
- \*system security protocol, policies, and procedures
- \*applicable computer software packages

Some knowledge of:

- \*methods, practices, and procedures for analyzing and resolving computer-related problems
- \*commercial computer systems applications and their capabilities
- \*computer systems management
- \*distributed and centralized computer systems
- \*IT systems development practices, standards, and procedures
- \*computer operating systems

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
- \*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
- \*EQUIPMENT MAINTENANCE - Perform routine maintenance on equipment and determine when and what kind of maintenance is needed
- \*EQUIPMENT SELECTION - Determine the kind of tools and equipment needed to do a job
- \*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
- 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

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- 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.