

## Technical Support Administrator

Civilian Office of Police Accountability (COPA)

Number of positions: 1

### Bid/Job Announcement

These positions are open to the general public and to all current city employees covered under the terms of the City's collective bargaining agreement with the AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL EMPLOYEES (AFSCME) – (BARGAINING UNIT #01, 03, 04, and 05)

**IF YOU ARE A CURRENT CITY EMPLOYEE AND WANT TO EXERCISE YOUR CONTRACTUAL RIGHTS TO BID, YOU MUST APPLY ON THE BID ONLY SITE AT: [www.cityofchicago.org/CAREERS](http://www.cityofchicago.org/CAREERS)**

**(Once the website opens, scroll down and click on the button titled "Bid Opportunities.")**

**IN ADDITION, YOU MUST CHECK THE BOX ON THE CAREERS APPLICATION TITLED "ALREADY EMPLOYED BY THIS COMPANY", CORRECTLY ENTER YOUR EMPLOYEE ID, AND SELECT THE CORRECT BARGAINING UNIT.**

**YOU MUST USE THE EMPLOYEE NUMBER FOUND ON THE UPPER LEFT-HAND CORNER OF YOUR PAY CHECK STUB LABELED "PAYEE/EMPLOYEE NUMBER."**

**(NO OTHER FORMAT OR SYSTEM CAN BE USED TO OBTAIN YOUR EMPLOYEE NUMBER).**

**FAILURE TO CHECK THE "ALREADY EMPLOYED BY THIS COMPANY" BOX, ENTER YOUR EMPLOYEE ID, AND SELECT THE CORRECT BARGAINING UNIT WILL RESULT IN A REJECTED BID APPLICATION.**

Under supervision, this position with the City of Chicago's Civilian Office of Police Accountability provides technical support administration and maintenance of 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 Help Desk Manager providing technical support for all hardware and software issues via phone, email, remote and on-site users.
- 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.*

**Location:** 1615 W. Chicago Ave, 4<sup>th</sup> floor, Chicago, IL 60622

**Days:** Monday - Friday

**Hours:** 9:00 am to 5:00 pm

### **THIS POSITION IS IN THE CAREER SERVICE**

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.

**Disclaimer - "Accredited" means any nationally or regionally accredited college, university, or law school where the applicant is enrolled in or has completed an Associates, Bachelors, Masters, or Juris Doctorate degree program.**

**Education & Employment Verification:** Please be advised that if you are selected to be hired you must provide, upon request, adequate information regarding your educational and employment history as it relates to the qualifications of the position for which you are applying. If you received your degree internationally, all international transcripts/diploma must be accompanied by a Foreign Credential Evaluation. If the City of Chicago cannot verify this information, any offer extended to you will be withdrawn and you will not be hired.

**NOTE:** You must provide your transcripts or diploma, professional license, or training certificates at time of processing, if applicable.

**NOTE:** To be considered for this position you must provide information about your educational background and your work experience. **You must include job titles, dates of employment, and** specific job duties. (If you are a current City employee, Acting Up cannot be considered.) If you fail to provide this information at the time you submit your application, it will be incomplete and you will not be considered for this position. There are three ways to provide the information: 1) you may attach a resume; 2) you may paste a resume; or 3) you can complete the online resume fields.

## **SELECTION REQUIREMENTS**

This position requires applicants to complete an interview. The interviewed candidate(s) possessing the qualifications best suited to fulfill the responsibilities of the position will be selected.

**Preference will be given to candidates possessing the following:**

- Bachelor's degree or higher
- Experience with Microsoft Office Suite
- Previous work experience performing technical support functions
- Previous work experience performing desktop support
- Previous work experience programming with SQL

**Application Instructions:** Interested applicants should apply at the City of Chicago's application website: [www.cityofchicago.org/CAREERS](http://www.cityofchicago.org/CAREERS)

**VETERANS PREFERENCE NOTE:** The City of Chicago offers Veterans Preference to both current, active military personnel **AND** military personnel who have served in the Armed Forces of the United States and have received an honorable or general discharge. Eligible candidates must have at least six months of active duty documented. In order to receive the veterans preference, candidates need to indicate whether or not they are a veteran by answering "yes" or "no" to the question on the online application that asks, "Are you currently serving on active duty for at least six months in the Armed Forces of the United States **OR** have you served in the Armed Forces of the United States on active duty for at least six months and received an honorable or general discharge?" In addition, you must attach documentation to verify your military service. For veterans, you must attach a copy of your DD214 (Member Copy-4) to your online application which includes character of service status **OR** a letter from the United States Veterans Administration on official stationary stating dates of service and character of service. For active military personnel, you must attach a letter from your Commanding Officer on official stationary verifying your active duty, length of service, and character of service in the Armed Forces of the United States **AND** a copy of your military ID to your online application. **Failure to answer the question and attach the required documentation will result in you not being considered for the Veterans Preference.**

**Evaluation:** Your initial evaluation will be based on information provided on the application form and documents submitted with the application. Applications must be submitted by the individual applicant. No second party applicants will be accepted.

**Residency Requirement:** All employees of the City of Chicago must be actual residents of the City as outlined in 2-152-050 of the City Chicago Municipal Code. Proof of residency will be required.

**If you would like to request a reasonable accommodation due to disability or pregnancy in order to participate in the application process, please contact the City of Chicago, Department of Human Resources, at 312-744-4976 (voice) or 312-744-5035 (TTY). Please be prepared to provide information in support of your reasonable accommodation.**

**ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ANY AND ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.**

**The City of Chicago is an Equal Employment Opportunity and Military Friendly Employer**

***Please note, all positions with the City of Chicago close promptly at 11:59 pm C.S.T. Applications for this position will be accepted until 11:59 pm CST on April 09, 2019. No exceptions will be made.***

**City of Chicago**

Rahm Emanuel, Mayor

**Department of Human Resources**

Soo Choi, Commissioner