



Code: 06K3
Family: Planning and Urban Development
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Statistical

CLASS TITLE: eDISCOVERY ANALYST

CHARACTERISTICS OF THE CLASS

Under general supervision, the position is responsible for the identification, preservation, collection, and analysis of data for a department's eDiscovery and litigation requests; and performs related duties as required

ESSENTIAL DUTIES

- Receives, reviews, and prioritizes internal and external information requests (e.g. FOIA, litigation, internal investigations) for electronically stored data, images, and documents
- Follows established guidelines and requirements to validate requests for information
- Tracks and manages information requests from various sources and ensures expectations and deadlines are met
- Fulfills ESI data collection, data processing, and document production in response to discovery requests
- Constructs and executes complex queries across various systems to fulfill eDiscovery/ESI search requests
- Extracts, indexes, merges, and manipulates large and multiple data sets
- Uses discovery and legal review software to extract information from internal and external data sources
- Exports data from various sources and uses application tools to organize and convert information into a variety of formats
- Validates large volumes of data sets for accuracy and completeness and resolves discrepancies of duplicate, incorrect, or missing information
- Prepares reports to summarize findings and provides data to support analysis of FOIA landscape
- Provides consultative services relating to planning, design, development, and implementation of public records related technology and database systems
- Works closely with Department of Law and confers with attorneys to discuss the methodology and results of findings
- Acts as subject matter expert on eDiscovery procedures and digital records coverage; stays up to date on relevant discovery software functionality and updates
- Works with supervisor and Department of Law to develop and maintain business procedures for end-to-end eDiscovery processing, including data collection, recordkeeping, case processing, and export/production
- Maintains a level of understanding of the business uses for the databases/systems from which data is being requested

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 Science, Law, or a directly related field, plus three (3) years of eDiscovery experience, technical litigation support, or public records research, analysis, and reporting experience, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- N/A

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

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *eDiscovery policies, procedures, and methodologies
- * EDRM (eDiscovery Reference Model) and ESI lifecycle
- *document management and information management systems
- *eDiscovery platforms/applications
- *data collection and preservation methods
- *ESI and digital research methods and practices

Moderate knowledge of:

- complex search syntax and query construction
- applicable computer software including Microsoft Purview, legal review software, Smarsh, etc.
- technical litigation support
- customer service

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

- 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.

- **ANALYTICAL THINKING** – Gathers and links data. Breaks down tasks and problems into manageable components. Reviews for nonconformity and gathers further information in response to routine problems. Solicits guidance as needed to assess importance and urgency.
- **QUALITY MANAGEMENT** – Is aware of methods and techniques for measuring quality in own work. Is learning the methods and procedures used in the enterprise for developing requirements and measuring results.
- **INFORMATION SEEKING** – Asks questions and solicits procedural information that explains how day-to-day tasks are conducted. Collates facts and data. Checks and monitors progress of activities in area of responsibility. Seeks out the appropriate people for guidance when needed to get things done.
- **PROBLEM SOLVING** – Issues may not have clearly prescribed solutions and require interpretation of policies or analysis to resolve. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation and those involved. Escalates issues with suggestions for further investigation and options for consideration.
- **PROCESS ORIENTATION** – Understands key work processes within own functional area. Follows defined processes as required to accomplish assigned work. Identifies opportunities for process improvement and modifies own work style and approach to incorporate changes.
- **DIGITAL DEXTERITY** – Demonstrates the ability to use organizational systems to access information.
- **THOROUGHNESS** – Performs tasks according to quality and output standards. Takes initiative to ensure that outcomes meet internal and external customer requirements. Solicits feedback on performance of new tasks. Measures accuracy using performance metrics. Sets improvement standards to reduce errors, omissions and oversights.

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

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
March, 2023