CLASS TITLE: CHIEF DATA AND INFORMATION ANALYST

CHARACTERISTICS OF THE CLASS

Under direction, plans and directs the activities of the Information Technology Unit in the Office of the Inspector General (OIG), and performs related duties as required.

ESSENTIAL DUTIES

- Directs technical staff engaged in meeting the information technology needs of department sections
- Evaluates performance of subordinate staff and makes recommendations for disciplinary action
- Provides operational direction for sustainable, high quality and secure data center operations that support department mandates and initiatives
- Maintains essential IT operations, including operating systems, security tools, applications, servers, emails systems, laptops, desktops, software, and hardware
- Leads department Information Security governance and implementation strategy
- Ensures that IT and network infrastructure adequately support department computing, data processing, and communications requirements are met, and systems are up and running
- Manages, maintains, supports, troubleshoots, and optimizes VMware and Windows environments
- Assists the Deputy Inspector General of Operations in developing IT budget and monitoring IT expenditures
- Assists Senior Staff in identifying new technologies or enhancements to existing server and computing technologies to optimize program/service work products through automation
- Oversees large-scale projects including managing timelines, providing technical assistance to team members in implementing new IT solutions/systems, implementing security patches, monitoring system maintenance schedules, and supporting services
- Collaborates with Asset Information and Services Department on information security concerns or access to City's network infrastructure
- Communicates goals, projects, and timelines to ensure proper allocation of technical resources across different departmental initiatives related to data mining and data access
- Manages staff responsible for conducting digital forensics and eDiscovery work of gathering, preserving, analyzing and reporting on the electronically stored information for investigative purposes
- Assists Analytical Unit with backend data integration tasks
- Keeps abreast of new or emerging data center technology, software as a service application, and cybersecurity trends and best practices and recommends changes to departmental policies and procedures as appropriate

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 Business Administration, Computer Science, Information Technology/Systems, or a directly related field, plus five years of work experience in information technology/systems, information technology project implementation and/or project management, or data management of which two years are in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., desktop computer, computer terminals, hand-held computer)
- Local area/wide area communications network
- Data center products and services (e.g. servers, routers, switches, firewalls, etc.)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *data center tools and technologies, including tiered and hyperconverged systems
- *data center HVAC and UPS infrastructure
- *data center planning and maintenance techniques
- * troubleshooting methods to resolve problems and issues related to configuration of data center products and services, including server environments (MS Windows, Linux, MS SQL, VMware, etc.)
- *distributed and centralized computer and computer operating systems
- *methods, practices and procedures for analyzing and resolving computer-related problems
- *new and emergency information infrastructure technologies and/or industry trends
- *system testing and evaluation principles, methods and tools
- *IT concepts, IT system development practices, standards and procedures
- *data security policies and procedures
- *security solutions, anti-virus, security incident and event management, encryption, endpoint detection and response, data loss prevention, system patching, vulnerability management and threat intelligence solutions.

- *data storage management, file back-up, and restoration/disaster recovery techniques
- *programming logic and languages, data manipulation and integrated environments
- *research methods, techniques and procedures
- *applicable computer software packages

Considerable knowledge of:

- *quality standards for digital forensics
- *technical documentation methods and procedures
- *cybersecurity framework (e.g., NIST, COBIT, and CIS Controls)
- *data mining processes and tools
- *data query, analysis and reporting
- *Microsoft Client and Server Operating Systems.
- *installing, configuring, and troubleshooting Windows based environments.
- *Active Directory Administration (User, Group, Computer, Group Policy).
- *network architecture and connectivity, setup and install, support and troubleshooting.
- *systems monitoring solutions.
- *imaging and disk duplication technology.
- *Office 365 Licensing and SQL Server Administration.
- *Help Desk systems in an Enterprise environment.
- *cloud systems, preferably in Microsoft Azure and AWS.
- *managing a combination of on-prem, hosted, and cloud-based systems.
- *virtualization and containerization (e.g., VMware, Kubernetes)
- *firewalls and endpoint protection solutions

Moderate knowledge of:

- *management and supervisory methods, practices, and procedures

Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and ordinances

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, taking 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
- *SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- *PROGRAMMING - Write computer programs for various purposes
- *QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

- *TECHNOLOGY DESIGN – Generate or adapt equipment and technology to serve users needs

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
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REASON MATHEMATICALLY – Choose the right mathematical methods or formulas to solve a problem
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- COMPARE AND RECOGNIZE DIFFERENCES - Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns (includes comparing a presented object with a remembered object)
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS – Combine pieces of information to firm general rules or conclusions

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems

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, 2022