



OFFICE OF THE ILLINOIS STATE TREASURER
MICHAEL W. FRERICHS

JOB OPPORTUNITY ANNOUNCEMENT

Job Title: Network Support Technician
Division: Information Technology
Location: Chicago
Salary: Commensurate with experience

Overview: This is a professional level position that provides support to all office users of PCs, laptops, packaged applications software and automated equipment and services. This position will provide end user and desktop support using administration software, assist with IT projects, maintain IT assets in the Asset Tracking System, and help maintain and upgrade key IT infrastructure.

Duties and Responsibilities:

- Responsible for the set up and maintenance of desktop and laptop computers using automated installation and update methods
- Provides first-level hardware and packaged software support and assistance to end users on specific products for which responsibility has been assigned; expected to provide support over the telephone as needed and triage end user contact; assists in installations of software; works with IT staff to resolve problems that develop.
- Provides one-on-one training to end users on specific products for which responsibility has been assigned; provides narrative and hands-on instructional methods for users
- Works on individual and team projects that vary in nature but support the performance, reliability and security of the Treasurer's Office network
- Maintains the asset location system for inventory of IT equipment

Required Skills:

- Microsoft Operating systems
- Wireless networks
- Active Directory, Virtual Private Networks (VPNs) a plus
- Must have the ability to look at problems analytically and research solutions
- Desktop imaging
- Ability to maintain good working relationships and communicate effectively with all levels of staff and the end-user community.

Education and Work Experience: Two (2) or more years of experience in using Microsoft Office products and two (2) years of supporting users in medium to large organizations; OR any equivalent combination of experience and training that provides the required knowledge, skills and abilities to carry out the duties of the position.

Application Process: Send completed application including letter of interest and resume via email to:

Chief Operating Officer @ HR@illinoistreasurer.gov

http://www.illinoistreasurer.gov/Office_of_the_Treasurer/Employment_Opportunities

Equal Employment Opportunity Employer. Applicants must be lawfully authorized to work in the United States

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