



OFFICE OF THE ILLINOIS STATE TREASURER
MICHAEL W. FRERICHS

JOB OPPORTUNITY ANNOUNCEMENT

Job Title: Network Support Technician
Division: Information Technology
Salary: Commensurate with experience
Location: Springfield, Illinois

Overview: This is a professional level position that provides support to all office users of PCs, packaged applications software and automated equipment and services. This person assists with the administration of the IT Division including managing toner cartridges, maintaining IT assets in the Asset Tracking System, and placing equipment support calls.

Duties and Responsibilities:

- Provides routine maintenance of equipment; network components, peripherals and software
- Provides basic server, network and database administration
- Provides 2nd level network troubleshooting, i.e. firewall/switch configuration
- 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; provides telephone support and directs user contact; assists in installations of software; works with program staff to resolve problems that develop in the system software
- Provides one-on-one training to end users on specific products for which responsibility has been assigned; conducts end user surveys; provides narrative and hands-on instructional methods for users
- Works with the network team on 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

Specific Skills:

- Microsoft Operating systems,
- Active Directory, Virtual Private Networks (VPNs) a plus
- Must have the ability to look at problems analytically and research solutions
- Ability to maintain satisfactory working relationships and communicate effectively with all levels of staff and the general public

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 to:

Deputy Chief of Staff for Human Resources & Equal Employment Opportunity

Email: HR@illinoistreasurer.gov

Equal Employment Opportunity Employer.

Applicants must be lawfully authorized to work in the United States.

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