



## OFFICE OF THE ILLINOIS STATE TREASURER MICHAEL W. FRERICHS

### JOB OPPORTUNITY ANNOUNCEMENT

**Job Title:** Network Support Technician  
**Division:** Information Technology  
**Location:** Springfield, Illinois  
**Salary:** \$45,000 - \$65,000 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. Attendance is an essential function of this position.

#### 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
- Performs other duties as assigned or required which are reasonably related to the duties enumerated above

#### Specific Skills:

- Office 365
- Microsoft Windows 7 and 10
- 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 satisfactory working relationships and communicate effectively with all levels of staff and the general public

**Education and Work Experience:** Associate's Degree in Computer Science or related field; 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](mailto:HR@illinoistreasurer.gov)**

[http://www.illinoistreasurer.gov/Office\\_of\\_the\\_Treasurer/Employment\\_Opportunities](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

State Capitol  
Room 219  
Springfield, IL 62706  
Phone: (217) 782-2211  
Fax: (217) 785-2777  
TTY: (866) 877-6013

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100 West Randolph Street  
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Chicago, IL 60601  
Phone: (312) 814-1700  
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Illinois Business Center  
400 West Monroe Street  
Suite 401  
Springfield, IL 62704  
Phone: (217) 782-6540  
Fax: (217) 524-3822  
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Myers Building  
One West Old State Capitol Plaza  
Suite 400  
Springfield, IL 62701  
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