



OFFICE OF THE ILLINOIS STATE TREASURER  
**MICHAEL W. FRERICHS**  
**JOB OPPORTUNITY ANNOUNCEMENT**

**Job Title:** Information Technology (IT) Client Support Supervisor  
**Division:** Information Technology  
**Salary:** Commensurate with experience  
**Location:** Springfield, Illinois

**Overview:** The IT Client Support Supervisor is a professional level position responsible for providing in-depth technical support on a wide range of technologies, such as desktop computing, client applications and network connectivity for end-users throughout the Illinois State Treasurer's Office (ISTO). The successful candidate will work alongside key stakeholders in the IT Department and responsibilities will include supervising all procedures related to the identification, prioritization and resolution of end user help requests, including the monitoring, tracking and coordination of Help Desk functions. This position will serve as a subject matter expert and escalation point for team.

**Duties and Responsibilities:**

- Monitor desktop support team's unassigned queue and assign tasks to team members, ensuring a balanced workload across the team.
- Lead in performance training, long-term hardware planning, and the development of employees to their highest potential.
- Assist in the periodic evaluation and review of computer projects and operating equipment as requested
- Assist in the development of standards for I.T. helpdesk operations, performance and methods to ensure compliance with those standards and methods.

**Specific Skills:**

- Experience in enhancing, developing, documenting and maintaining IT operations/support policies, processes, procedures and standards.
- Hands-on knowledge of Microsoft Office 365 user management
- Knowledge of Windows 10 and Windows 7
- Ability to present ideas in user-friendly language to non-technical staff and end users
- Knowledge of Active Directory, domain structures, user authentication and Group Policy Object (GPO) implementation.
- Stays up-to-date with current and emerging technologies
- Handles confidential matters with discretion

**Education and Work Experience:** Bachelor's degree in Computer Science or any other related field. Minimum 7 years IT experience with a minimum of 5 years help desk experience. Certification in ITIL a plus.

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

**Chief Operating Officer**

**Email: [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

James R. Thompson Center  
100 West Randolph Street  
Suite 15-600  
Chicago, IL 60601  
Phone: (312) 814-1700  
Fax: (312) 814-5930  
TTY: (866) 877-6013

Illinois Business Center  
400 West Monroe Street  
Suite 401  
Springfield, IL 62704  
Phone: (217) 782-6540  
Fax: (217) 524-3822  
TTY: (866) 877-6013

Myers Building  
One West Old State Capitol Plaza  
Suite 400  
Springfield, IL 62701  
Phone: (217) 785-6998  
Fax: (217) 557-9365  
TTY: (866) 877-6013