IT Specialists: Associate, Specialist, and Senior Levels
Engineering IT Shared Services
College of Engineering
University Of Illinois at Urbana-Champaign

This is an open and continuous search. Applications will be reviewed on a business need basis through the closing date of this announcement.

Engineering IT Shared Services at the University of Illinois at Urbana-Champaign seeks applicants for an IT Specialist position at three different levels of experience. We are the primary information technology services provider for Engineering at Illinois, serving the IT needs of more than 1,100 faculty and staff and over 10,000 students. Our mission is to ensure that all faculty, students and staff in the College have easy and well-supported access to IT services that are second to none in support of their teaching, research, and learning. We pride ourselves on our user-centric approach to IT, with emphasis on effectiveness, visibility and accountability. We have a strong commitment to career and professional development with a dedicated training budget, defined promotion tracks and performance-based raises for our full time positions. This is an excellent opportunity to join our dynamic team. More information about Engineering IT can be found here: http://it.engineering.illinois.edu/about-us/.

IT SPECIALISTS—VARIOUS LEVELS
All levels of professionals we select (Associate IT Specialist, IT Specialist, and Senior IT Specialist) will provide end-user workstation, application, and system support for assigned departments and users within the College of Engineering, which includes focusing on one or more of the following: administrative business and academic operations, classrooms and instructional labs, or research computing/HPC. The individual(s) will manage file and print shares, wired networks, and Engineering specific software and licensing.

Specific duties and responsibilities include the following, but may vary depending on position level:

- Work with units and individual faculty to provide the unique technological needs for their learning and research environment
- Consult with users on installation and use of software applications which also interface with network connections, and optimize systems for best performance
- Assist in planning, research, purchasing, and installation of IT systems and products (hardware/software deployment)
- Provide user assistance with network connectivity, administer local building networks, manage DNS and DHCP for departmental networks
- Maintain awareness and/or promote use of centrally provided services, where practical
- Analyze functional and performance issues associated with use of technology
- Advise on use of varied computing and communications technology
- Promote excellent customer service by responding to requests in a timely, polite, and professional manner
- Interact with various teams within Engineering IT Shared Services to ensure outstanding service delivery to end-users.
- Will be assigned to one of various sections within the Engineering IT organization structure (e.g. Help Desk Services, User Services, Instructional Services, Research Services)

QUALIFICATIONS FOR ASSOCIATE IT SPECIALIST

Minimum qualifications:
- Bachelor's Degree
- One (1) year full-time or equivalent part-time professional experience in IT operations which must include:
   o One (1) year experience supporting Windows, Macintosh, or Linux in a workstation environment
   o Experience working in a customer service environment
- Excellent written and verbal communication skills
- Ability to troubleshoot common desktop and mobile computing applications and hardware

- Knowledge of basic networking concepts
- Knowledge of basic IT security concepts
- Completes assigned work under supervision

Preferred qualifications:
- Experience with two or more Operating System platforms
- Experience in technology at an institution of higher education or equivalent
- Experience in the use of Microsoft Active Directory, LDAP, or other directory service
- Experience working in a team or collaborative environment

QUALIFICATIONS FOR IT SPECIALIST

Minimum qualifications:
- Bachelor's Degree
- Three (3) years' of full-time or equivalent part-time professional experience in IT operations which must include (years' experience may run concurrently):
    - Two (2) or more years supporting Windows, Macintosh, or Linux in a workstation environment
    - Two (2) or more years working in a customer service environment
- Excellent written and verbal communication skills to a variety of audiences (management, peers, and users) as well as the ability to write documentation
- Familiarity with tools and resources to optimize the delivery of IT services to the end user, such as with endpoint management, imaging, or centralized solutions
- Experience troubleshooting common desktop and mobile computing applications and hardware
- Experience in the use of Microsoft Active Directory, LDAP, or other directory service
- Ability to diagnose network problems, and maintain network security; Knowledge of essential network services (DNS, DHCP, VoIP, and/or VPNs)
- Experience in the application of IT security concepts
- Complete most work with limited supervision, appropriately judging when to seek assistance or guidance from subject experts or management

Preferred qualifications:
- Experience with two (2) or more Operating System platforms
- Experience in technology at an institution of higher education or equivalent
- Experience working in a team or collaborative environment
- Experience with at least one enterprise endpoint management solution (Examples: Microsoft SCCM, IBM Endpoint Manager, Dell KACE, CFEngine)
- Experience scripting or programing in at least one format or language
- Supervisory experience

QUALIFICATIONS FOR SENIOR IT SPECIALIST

Minimum qualifications:
- Bachelor's Degree
- Six (6) or more years of full-time or equivalent part-time professional experience in IT operations (a Master's degree will be considered as one year of experience), which must include (years' experience may run concurrently):
    - Four (4) or more years working in a customer service environment
    - Three (3) or more years supporting Windows, Macintosh, or Linux in an enterprise workstation environment with a directory service
- At least one (1) year experience in technology at an institution of higher education or equivalent
- Demonstrated knowledge of at least two (2) of the following operating systems: Windows, Macintosh, or Linux; with technical expertise with at least one (1)

- Excellent written and verbal communication skills to a variety of audiences (management, peers, and users), as well as the ability to draft proposals and documentation
- Experience using tools and resources to optimize the delivery of IT services to the end user, such as with endpoint management, imaging, or centralized solutions
- Experience in the use of Microsoft Active Directory, LDAP, or other directory service, including group and object management, policy tasks, access control and authorization
- Experience diagnosing network problems, and maintaining network security
- Experience with essential network services (DNS, DHCP, VoIP, and/or VPNs)
- Experience in the application of IT security concepts in an enterprise environment
- Extensive experience troubleshooting common desktop and mobile computing applications and hardware
- Experience with at least one enterprise endpoint management solution (Examples: Microsoft SCCM, IBM Endpoint Manager, Dell KACE, CFEngine)
- Subject matter expert in at least one technical area relevant within Engineering IT (Examples: Endpoint Management, Networking, IT Security, Outlook/Exchange, Active Directory)
- Experience working and leading in a team or collaborative environment
- Ability to complete most work with minimal supervision; demonstrate solid judgment on when and from whom to seek assistance and approval

Preferred qualifications:
- Experience scripting or programing in at least one format or language
- Experience mentoring junior staff and/or peer coaching
- Supervisory experience

These positions are full-time, benefits-eligible academic professional positions appointed on a 12-month service basis. The expected start date is based on the business needs of the organization. Salary and position level are commensurate with experience and qualifications. Minimum salary for Associate IT Specialist: $37,700. Minimum salary for IT Specialist: $49,000. Minimum salary for Senior IT Specialist: $59,250.

To apply, please create your candidate profile at http://jobs.illinois.edu and upload your cover letter, resume, and names/contact information for three references **as a single PDF file** by December 1, 2015. Interviews and hires may take place prior to the closing date; however, full consideration will be given to complete applications received by that date. For further information regarding application procedures, contact Sarah Musselman at slmussel@illinois.edu or 217-244-1056.

Illinois is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, age, status as a protected veteran, or status as a qualified individual with a disability. Illinois welcomes individuals with diverse backgrounds, experiences, and ideas who embrace and value diversity and inclusivity (www.inclusiveillinois.illinois.edu).