Information Technology Analyst

**WE TRANSFORM LIVES**

Everything we do is designed to improve the quality of life of the people in the state of Illinois, across the nation, and around the world. We discover, develop, translate, and disseminate knowledge to address societal concerns and train the next generation of experts and leaders in a way that empowers them to expand the boundaries of science to higher levels of understanding and influence.

**Be a part of our story.** Through learning partnerships that extend knowledge and change lives, University of Illinois Extension provides educational programs aimed at making life better, healthier, safer, and more profitable for individuals and their communities. Illinois Extension has operated continuously for more than 100 years connecting the citizens of Illinois to their land-grant university by providing educational programming around the state. University of Illinois Extension is based in the College of ACES and works with all colleges and units of the University of Illinois at Urbana-Champaign.

The Extension IT Analyst serves as a regular, full time, 12-month position with primary responsibility for providing support as part of a statewide distributed team for University of Illinois Extension information technology services as it relates to network administration, systems administration, WAN management, and hardware/software support for more than 700 clients. This position will support the educational outreach mission of University of Illinois Extension through instructional/educational delivery systems.

One full-time position is available.

**Location: Northwestern Illinois**

This position will provide support to the northwestern part of Illinois and will be housed in one of the county offices served. Multiple office locations available with the opportunity for a hybrid schedule. Office location will be determined at the time of hire.

**Position Overview**

- Provide front-line team support for the Extension field staff for desktop and mobile computing, network storage and security, productivity software, and internet connectivity across 110+ locations
- Hardware and software support for Windows desktops and laptops, including purchasing, installation, upgrades, migrations, troubleshooting and documentation
- Work within a ticketing system for issue tracking and technical knowledgebase, documenting progress and solutions to open issues
- Systems administration for Windows and Linux virtual servers and services, including file, print, VPN, wireless, and web services.
- Analyze network security and performance and develop plans for systems improvement
- Coordinate and implement technology initiatives to increase the effectiveness of Extension activities, learning and teaching.
- Provide analysis and feedback to Extension IT staff regarding suggestions for improvement/enhancement of help desk, training, hardware, software, network and computing infrastructure and processes.
• Research and plan for future systems, infrastructure and products as well as specialized software needed for Extension programs.
• Collaborate with other IT team members and College IT staff to provide support and assistance to IT end-users over a wide geographic area, including the Urbana campus.
• Assist in training efforts, network security, and computing best practices for Extension staff.
• Communicate and enforce policy and standards for use, and security of network, computers, mobile devices and data.
• Develop a professional development plan to regularly improve technical competencies.
• Comply with University of Illinois Affirmative Action/Equal Opportunity policies and guidelines in all aspects of University of Illinois Extension work.
• Significant travel required; personal transportation required.
• Work will involve flexible hours.
• To perform the function of this position, the employee will be required to perform work both within an office and outside in the communities that are served and must have the capability to travel.
• Assume additional related responsibilities to enhance the mission of Extension.

Qualifications

Required:

• Three years of progressively more responsible experience in an IT related profession, including desktop support and systems and/or systems administration in a Windows environment. College course work which included Information Technology (IT), IT Management, or a closely related discipline may be substituted as follows: 60 semester hours or Associate’s Degree equals one (1) year, 90-120 semester hours or Bachelor’s Degree equals two (2) years.
• Experience with desktop applications, including Microsoft Office 365, Adobe Creative Suite, and internet browsers such as Chrome, Firefox, Edge.
• Experience in software and hardware installation and troubleshooting.

Preferred:

• Bachelor’s degree
• Direct and practical experience supporting Windows Server 2016 and/or previous versions in a virtual environment (i.e. VMware).
• Direct and practical experience supporting Linux servers (any modern distro with LAMP stack, e.g. RHEL5, CentOS 7, etc.) in a virtual environment.
• Experience supporting local and cloud file storage solutions and general knowledge of endpoint management tools (i.e. MECM).
• Experience with Windows Active Directory.
• Experience working with remote assistance and remote administration.
• Experience with network administration, including firewall configuration, DNS, DHCP, and VPN services.

Knowledge, Skills, and Abilities:

• Proven ability to work independently in remote locations and as part of a collaborative team. Proven ability to learn new technologies and methods and adapt to a shifting environment. Must have excellent customer service skills and problem-solving mindset. Proven ability to communicate technical material to both technical and nontechnical users. Familiarity with help desk/support request tracking systems. Knowledge of internet connectivity technologies including those used by commercial ISPs, including DSL and cable modems. Knowledge of networking fundamentals, including DNS, DHCP, NAT, firewalls, and VPN. Knowledge of mobile technologies, including tablet computers and iOS devices, knowledge of wireless and VoIP technologies, and knowledge of purpose and mission of the College of Agricultural, Consumer and Environmental Sciences and University of Illinois Extension is preferred.

The University of Illinois conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Convictions are not a bar to employment. The University of Illinois System requires candidates selected for hire to disclose any documented finding of sexual misconduct or sexual harassment and to authorize inquiries to current and former employers regarding findings of sexual misconduct or sexual harassment. For more information, visit Policy on Consideration of Sexual Misconduct in Prior Employment. The University of Illinois must also comply with applicable federal export control laws and regulations and, as such, reserves the right to employ restricted party screening procedures for applicants.

As a qualifying federal contractor, the University of Illinois System uses E-Verify to verify employment eligibility.

The University of Illinois is an Equal Opportunity, Affirmative Action employer that recruits and hires qualified candidates without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability or veteran status. For more information, visit http://go.illinois.edu/EEO.
Environmental Demands

To perform the functions of this position, the employee will be required to perform work both within an office and outside in the communities that are served, and must have the capability to travel from one location to the other in a timely fashion. A valid driver’s license is preferred. Employee is responsible for securing personal transportation. Some work will be required during evenings and/or weekends. When working, the employee may be exposed to a variety of environmental factors to include, but not limited to, hot or cold weather, exposure to noise and allergens, and uneven ground. In performing the functions of this position, the employee may be subjected to various mental and physical demands as well to include, but not limited to, independently traveling to and performing work at different locations, lifting and moving items that may occasionally weigh up to forty (40) pounds and frequently weigh up to twenty (20) pounds, and twisting, pushing and pulling movements.

Application Procedure

Applications must be received by November 4, 2021. Apply for this position using the “Apply for Position” button (https://go.illinois.edu/155165). If you have not applied before, you must create your candidate profile at http://jobs.illinois.edu. If you already have a profile, you will be redirected to that existing profile via email notification. Please be sure to address how you meet each requirement of the position in your cover letter and/or resume. To complete the application process:

- Step 1) Submit the Staff Vacancy Application.
- Step 2) Submit the Voluntary Self-Identification of Disability forms.
- Step 3) Upload your cover letter, resume (months and years of employment must be included), and academic credentials (unofficial transcripts or diploma may be acceptable) and names/contact information for three references.

In order to be considered as a transfer candidate, you must apply for this position using the “Apply for Position” button. Applications not submitted through this website will not be considered. For further information about this specific position, contact Ashley Grilo (ashleyg@illinois.edu). For questions about the application process, please contact 217-333-2137.