



# Illinois Department of Transportation

## Memorandum

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To: DEPUTY SECRETARIES, DIRECTORS AND BUREAU CHIEFS  
From: Dianna L. Taylor  
Bureau Chief of Personnel Management  
Subject: Technical Vacancy  
Date: April 10, 2017

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Attached are the Position Summary Sheet and Position Description for the vacant technical position listed below. Please post this vacancy announcement Tuesday, April 11, 2017 in the designated areas.

The deadline for applicants to submit their names for consideration is **4:30 p.m.** on **Monday, April 24, 2017**. Applicants will not be accepted after that time and date.

**NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.**

All applicants will receive a position description for the position they are applying for. If you have any questions, please contact the Bureau of Personnel Management at 217/782-5594.

TM IV

Assistant to the Regional IT Manager  
Bureau of Information Processing  
Office of Finance and Administration  
Schaumburg

Attachments  
41369

Technical Applications (PM 1080 rev 9/19/16) **must be received** by the Bureau of Personnel Management, Room 113, 2300 South Dirksen Parkway, Springfield, IL 62764 (Fax# 217/557-3134) or emailed to [DOT.CO.BPM.EmploymentApplications@Illinois.gov](mailto:DOT.CO.BPM.EmploymentApplications@Illinois.gov) by **Monday, April 24, 2017, 4:30 p.m.** Please include address, daytime phone and position for which applying if not already listed on application. Applicants will be notified in writing to schedule interviews.

**NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.**



An Equal Opportunity Employer

## Position Summary Sheet

<b>Classification:</b>	<b>Technical Manager IV</b>	<b>Salary:</b>	<b>\$5,015 - \$7,085*</b>
<b>Position Title:</b>	<b>Assistant to the Regional IT Manager</b>	<b>Union Position:</b>	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
<b>Position Number:</b>	<b>PW414 23-40-204-10-02</b>	<b>IPR#:</b>	<b>41369</b>

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### Office/Central Bureau/District/Work Address:

Office of Finance & Administration/Bureau of Information Processing/201 West Center Court, Schaumburg, IL

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### Description Of Duties:

This position is accountable for providing assistance to the Region 1 Regional IT Manager (RITM) with day-to-day operational duties including managing non-application related IT issues, providing management input at IT- related meetings, gathering requirements, assisting with the processing and verification of Enterprise Service Requests, and providing diagnostic and procurement service to smartphone and broadband users; assisting with project coordination utilizing PMI (Project Management Institute) and/or Agile methodologies, and assisting with the oversight of all Regional IT operations.

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### Special Qualifications:

#### **Required:**

- Valid driver's license
- Occasional statewide travel with overnight stays

#### **Desired:**

- Four years of college, preferably with major courses in business, computer systems, computer networks or database management
- Five years' experience in the field of Information Technology, computer applications or equivalent combination of experience and training
- Working knowledge of PMI and/or Agile methodologies
- Working knowledge of research and statistical methods and techniques
- Working knowledge of management techniques and modern organizational concepts
- Working knowledge of the function and application of public relations in problem areas
- Ability to maintain harmonious relationships with employees, agency officials and the general public
- Ability to apply modern management techniques and concepts in program and task accomplishment.

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### Shift/Remarks:

8:00 am – 4:30 pm / Monday – Friday

\*Individual salary offers are computed based on an applicant's current position and experience level in comparison to the posted title as well as internal equity of staff in the organizational unit.

**ILLINOIS DEPARTMENT OF TRANSPORTATION  
POSITION DESCRIPTION**

<b>DATE:</b>	September 19, 2016	<b>POSITION:</b>	Assistant to the Regional IT Manager
<b>APPROVED BY:</b>	<i>Dan Wilcox</i>	<b>OFFICE/DIVISION:</b>	Finance & Administration
<b>CODE:</b>	PW414 23-40-204-10-02	<b>REPORTS TO:</b>	Region 1 Regional IT Manager

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***Position Purpose***

This position is accountable for providing assistance to the Region 1 Regional IT Manager with day-to-day operational duties including managing non-application related IT issues, providing management input at IT-related meetings, gathering requirements, assisting with the processing and verification of Enterprise Service Requests, and providing diagnostic and procurement service to smartphone and broadband users. This position is also responsible for assisting with project coordination utilizing PMI (Project Management Institute) and/or Agile methodology, and assisting with the oversight of all Regional IT operations.

***Dimensions***

BIP Systems Applications:	4,900 Programs
Code Value:	\$125 million
Number of Users Impacted:	1,200 – 1,700

***Nature and Scope***

This position reports to the Region 1, Regional Information Technology Manager. No subordinates report to this position.

Under the supervision of the Regional IT Manager, this position is accountable for providing assistance to the Regional IT Manager with day-to-day operational duties including managing non-application related IT issues, providing management input at IT-related meetings, gathering requirements, assisting with the processing and verification of Enterprise Service Requests, and providing diagnostic and procurement service to smartphones and Broadband users. This position is also responsible for assisting with project coordination utilizing PMI and/or Agile methodologies, and assisting with the oversight of all Regional IT staff operations. Skill set should include excellent IT support skills, IT related experience with troubleshooting as well as overall knowledge of IT operations. The incumbent must be proficient with various network operating environments, communications protocols, IT governance practices, and standard industry desktop application software.

The greatest challenge of this position is using existing technology to keep up with user demands, while focusing toward Department priorities and goals by utilizing the available resources to their maximum potential. This is further complicated due to the high demand for technology support within the region/district. Region 1 currently has approximately 1,200 users and forty remote sites to support which are primarily operational sites and can be quite challenging to meet customers' needs. IDOT's IT service provider is a separate State agency and constant communication and coordination between the two agencies following dynamic guidelines regarding IT service is paramount.

The incumbent is personally responsible for completing assignments from the Regional IT Manager which may include but are not limited to end user support, smartphone and broadband device configuration and troubleshooting, non-application project coordination utilizing PMI and/or Agile methodologies, gathering requirements for IT business needs, processing and verification of Enterprise Service Requests, and assisting with the oversight of IT operations in the Region.

Under the direction of the Regional IT Manager, the incumbent has a great deal of latitude in solving problems within the guidelines established by the Department for procuring, evaluating, and monitoring technology resources. The only other limiting factor would be the capabilities of the existing equipment and constraints imposed by Department policies and procedures. S/He assists with recommending IT strategies for the region/district to fully utilize the existing technology resources.

Internal contacts are with all regional/district users, primarily Bureau Chiefs, Section Managers and Directors. Contacts are also necessary with staff in other districts as well as Central Office IT staff to assist and plan for strategic IT resource development. Contacts outside the Department are with computer support and technical specialists from other state, local or federal agencies with similar functions; or with vendors to resolve problems affecting service level agreements; and meeting with consultants and vendors in researching new technology resources. Occasional statewide travel with overnight stays is required.

The effectiveness of this position can best be measured by assisting the Regional IT Manager with commitments to the standardization, innovation, timeliness and effectiveness of regional technology initiatives and ensuring that the best business practices are observed by all available support resources for the Department.

***Principal Accountabilities***

1. Provides assistance to the Regional IT Manager with day-to-day operational duties
2. Assists with managing non-application related IT issues and providing management input at IT related meetings
3. Gathers requirements for IT business needs
4. Assists with the processing and verification of Enterprise Service Requests
5. Provides diagnostic and procurement service to smartphone and broadband users
6. Assists with project coordination utilizing PMI or Agile methodology
7. Assists with the oversight of all Regional IT operations
8. Performs all duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
9. Performs other duties as assigned.