Illinois Department of Transportation

Memorandum

To:	DEPUTY SECRETARIES, DIRECTORS AND BUREAU CHIEFS
From:	Dianna L. Taylor Bureau Chief of Personnel Management
Subject:	Technical Vacancy
Date:	August 3, 2017

Attached are the Position Summary Sheet and Position Description for the vacant technical position listed below. Please post this vacancy announcement August 4, 2017 in the designated areas.

The deadline for applicants to submit their names for consideration is **4:30 p.m.** on **Thursday, August 17, 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 I	Regional Applications Assistant Bureau of Information Processing Office of Finance & Administration Peoria

Attachments
42135

Illinois Department of Transportation

An Equal Opportunity Employer

Position Summary Sheet

Classification: Technical Manager I

Salary: $3,605 - $5,003*

Position Title: Regional Applications Assistant

Union Position: ☒ Yes ☐ No

Position Number: PW411-23-40-204-31-01

IPR#: 42135

Office/Central Bureau/District/Work Address:

Office of Finance & Administration / Bureau of Information Processing /Regional IT Operations Section- Region 3 / 401 Main Street, Peoria, IL

Description Of Duties:

This position is accountable for application support and development of technology applications using the Microsoft Office Suite and SharePoint to Region 3 technology users; ensuring effective and efficient operations of technology reports and applications throughout the region/district; providing support to clients in resolving application-related problems; developing new reports from existing systems as required; assisting in the development of new systems; tracking technology assets; and coordinating service requests.

Special Qualifications:

Desired:

- Four years of college preferably with courses in the field of computer science, and/or management systems
- Experience using Microsoft Office Application Suite and SharePoint
- Experience providing customer service in an IT support environment
- Experience and general understanding of internet/intranet technology
- General understanding of Microsoft development technologies and software
- Working knowledge of various mainframe and PC based database and software applications

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Shift/Remarks:

8:00 a.m. – 4:30 p.m. / 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.

**Technical Application PM1080 (revised 6/1/17) is required. No previous version of the PM1080 will be accepted.

ILLINOIS DEPARTMENT OF TRANSPORTATION
POSITION DESCRIPTION

DATE:	7/1/2017	**POSITION:**	Regional Applications Assistant
APPROVED BY:	*Dan Wilcox*	**OFFICE/DIVISION:**	Finance & Administration /Bureau of Information Processing
CODE:	PW411-23-40-204-31-01	**REPORTS TO:**	Regional Information Technology Manager (RITM)

Position Purpose

This position is accountable for the support of technology applications used throughout the region/districts.

Dimensions

Number users supported	800 – 1,700
Number application software supported	30+
Number databases supported	100+

Nature and Scope

This position reports to the Regional IT Manager. No subordinates report to this position.

This position operates in an environment of ensuring that technology applications work according to user specifications within the assigned region/district and that the same applications meet standardization requirements throughout the department. This position also assists in the testing and implementation of new technology applications as a team member with other development resource personnel. This position requires experience in analyzing and developing computer systems. The incumbent must have a working knowledge of various mainframe and PC based database and software applications.

Typical problems of this position include becoming knowledgeable of standard department application software and the various operating environments used to serve the applications. Many managers, engineers, and other specialists have needs for technology services but may not understand where the information is located, how to obtain it and what service are available to meet their needs. The greatest challenge to this position is to provide prompt response to technology service requests while maintaining the integrity of existing applications.

The incumbent personally acts on all incoming requests; meets with clients regarding the requirement and implementation of technology requests or revisions of existing resources; makes recommendations as to action and priority; and suggests the assignment of projects to the Regional I.T. Manager and monitors overall quality and progress of systems development. This position also participates in and makes recommendations concerning future system and software needs; and identifies and investigates new product and technologies for use.

The incumbent works in accordance with accepted technical principles governing data processing, systems analysis and programming. However, some independent judgement is required in modifying and applying systems to meet region/district needs. The incumbent is constrained by departmental rules and policies.

Internal contacts include frequent contact with region/district users, including managers and bureau chiefs, in order to maintain optimal levels of service as well as with assigned team members on development resource projects in the Bureau of Information Processing (BIP). External contacts include outside agencies and service organizations concerning software technologies.

The performance of this position is determined by the incumbent's ability to accurately determine needs and provide prompt, effective response to region/district demands for technology application reports and systems.

Principal Accountabilities

1. Ensures effective and efficient operations of technology reports and applications throughout the region/district.

2. Provides support to clients in resolving application-related problems.

3. Develops new reports from existing systems as required.

4. Assists in the development of new systems.

5. Performs duties in compliance with departmental safety rules. Preforms all duties in a manner conducive to the fair and equitable treatment of all employees.

6. Performs other duties as required or assigned.