



# 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: October 4, 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 October 6, 2017 in the designated areas.

The deadline for applicants to submit their applications for consideration is **4:30 p.m. on Friday, October 20, 2017**. Applications 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.**

If you have any questions, please contact the Bureau of Personnel Management at 217/782-5594.

MT I

Support Services Technician  
Region 1/District 1/Executive Office  
Highways Project Implementation  
Schaumburg

Attachments  
42249

Technical Applications [PM1080 rev 6/1/17](#)\*\***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 **Friday, October 20, 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.**



**Illinois Department  
of Transportation**

An Equal Opportunity Employer

## Position Summary Sheet

<b>Classification:</b>	<b>Management Technician I</b>	<b>Salary:</b>	<b>\$2,580 - \$3,658*</b>
<b>Position Title:</b>	<b>Support Services Technician</b>	<b>Union Position:</b>	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
<b>Position Number:</b>	<b>PW421-23-51-000-00-01</b>	<b>IPR#:</b>	<b>42249</b>

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

Office of Highways Project Implementation/Region One/District One/Executive Office/201 W. Center Ct., Schaumburg, IL

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### Description Of Duties:

This position is accountable for the accurate direction and disbursement, and the timely completion/follow up, of internet inquiries, CTS letters, Deputy Director tickles, executive office correspondence direction; conducting annual physical inventory in the Executive Office; and scheduling and tracking of technology classes offered for Executive Office staff.

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### Special Qualifications:

#### **Desired:**

- Two years of college in business, economics, or math
- Ability to maintain harmonious relationships with employees, agency officials and the general public
- Proficient in Microsoft Word, Excel, Internet
- Familiarity with roadways within Region One/District One and an understanding of the role and responsibilities of bureaus within the Region in order to determine the appropriate assignment of inquiries
- Strong oral and written communication skills

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### Shift/Remarks:

8:00 am – 4:15 pm / Monday – Friday (45 minute lunch)

\*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**

<b>DATE:</b>	<i>December 10, 2015</i>	<b>POSITION:</b>	<i>Support Services Technician</i>
<b>APPROVED BY:</b>	<i>John Fortmann</i>	<b>OFFICE/DIVISION:</b>	<i>Highways/District One/Executive Office</i>
<b>CODE:</b>	<i>PW421-23-51-000-00-01</i>	<b>REPORTS TO:</b>	<i>Deputy Director of Highways Region One/District One</i>

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***Position Purpose***

This position is accountable for the accurate direction and disbursement along with timely completion/follow up of internet inquiries, CTS letters, Deputy Director of Highways tickles, directing executive office correspondence along with conducting annual physical inventory in the Executive Office and the scheduling and tracking of technology classes offered/attended by Executive Office staff.

***Dimensions***

Internet Inquiries	2,500 annually
CTS Letters	500 annually
Regional Engineer Tickles	500 annually
Geographical Area	6 Counties

***Nature and Scope***

This position reports to the Deputy Director of Highways/Region One Engineer as do the Assistant to the Region One Engineer, Program Development Engineer, Project Implementation Engineer, Operations Engineer, Administrative Services Manager, Administrative Project Manager and the Executive Secretary III. In addition, the position may receive assignments directly from the Program Development Engineer, Project Implementation Engineer, Operations Engineer and the Administrative Project Manager in matters related to policy implementation.

This position functions within the Bureau of Administrative Services, Executive Office and is responsible for the consistent application of departmental policies and procedures, Region One/District One mandates as well as the applicability of central office policies and procedures and makes the otherwise routine tasks performed by this position unique and complex in nature.

Typical problems encountered by the incumbent involve timeliness, accuracy and interpretation of Region One/District One and Central Office standards. Being able to apply independent and analytical thinking under tight deadlines constitutes the greatest challenge of this position. In fact, even the most routine and repetitive tasks performed must be thought out and processed on their own merit, due to the impact of the public's general perception of government employees. Appropriate assignment of correspondence and internet inquiries is contingent upon the incumbent's familiarity with roadways within Region One/District One and his/her understanding of the work responsibilities of the various bureaus with the Region.

Under the general direction of the Deputy Director of Highways, Region One/District One Engineer and Executive Secretary III this position directs all internet inquiries from the general public with timely completion and follow up as needed. S/He directs and/or prepares final documents needed for Secretary of Transportation, Director of Highways, and Deputy of Director of Highways, Region One/District One Engineer's inquiry tracking system. The incumbent directs general, confidential and sensitive correspondence for the

Executive Office. S/He conducts the annual physical inventory in a timely and accurate manner ensuring all physical inventory in the Executive Office is accounted for as well as maintains inventory and orders office supplies. This position deals with various vendors regarding maintenance/repair of office equipment. S/He coordinates and tracks technology classes for all Executive Office staff.

This position is constrained by all departmental and district policies and procedures. In this position the incumbent refers all requests of an unusual nature to his/her superior.

On a daily basis the incumbent is in contact with district personnel, agency officials and the general public.

The effectiveness of this position can be measured by the accuracy and timeliness of tickles and internet inquiry responses as well as the appropriate assignment of mail and other inquiries.

***Principal Accountabilities***

1. Reads, directs all internet inquiries ensuring completion and follow-up as needed.
2. Reads, directs and prepares documents for the inquiry tracking system.
3. Reads, directs all general, confidential and sensitive correspondence.
4. Conducts annual physical inventory of all Executive Office equipment/property.
5. Inventories and orders Executive Office supplies.
6. Coordinates and tracks all Executive Office training courses.
7. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
8. Performs other duties as assigned.