

Job Title: TECHNICAL MANAGER IV - TECHNOLOGY SUPPORT UNIT CHIEF - IPR#45511

Agency : Department of Transportation

Closing Date/Time: 06/28/2022

Salary: \$5120 - \$9155 Monthly

Job Type: Salaried Full Time

County: Sangamon

Number of Vacancies: 1

Plan/BU: NR916 - Protech Teamsters

This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.

All applicants who want to be considered for this position MUST apply electronically through the illinois.jobs2web.com website. State of Illinois employees should click the link near the top left to apply through the **SuccessFactors employee career portal.**

Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.

Agency Mission Statement

The Illinois Department of Transportation is seeking to hire a Technology Support Unit Chief.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

Employees enjoy excellent benefits, including health, vision and dental insurance; a retirement plan and deferred compensation options; state holidays and other time off; tuition reimbursement; flexible schedules; and pre-tax benefit programs. The department also offers extensive training and career advancement opportunities.

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

Job Responsibilities

This position is accountable for overseeing the Bureau of Safety Programs and Engineering's (BSPE's) complex technology support for initiation of new highway safety programs. S/He is responsible for the development, enhancement, and maintenance of data processing activities including dealing with various applications, program interfaces, assorted engineering software, hardware configurations, and geographic information systems (GISs).

Applications and databases supported:	10 +/-
End users supported:	65 +/-
External users supported:	250 +/-

This position reports to the Administrative Support Section Manager. Reporting to this position are the Safety Analysis Specialist and Systems Coordinator.

This position is impacted by the ever-changing technology of the electronic data processing environment and increasing workload. The incumbent provides new or improved information for technology uses through computer application development and maintenance resulting in improved production. S/He functions in an environment where both long and short term data processing needs must be met. These needs are comprised of the delivery of permanent information systems including equipment and training and major system development and implementation which support the data processing functions of the BSPE. The rapidly changing technologies in computer science and the frequent enhancement of both hardware and software demand that the incumbent remain proficient in the technical aspects of this position. Maintaining confidentiality when dealing with user information is crucial.

(Job Responsibilities continued)

The greatest challenge of this position is the ability to prioritize the diversification of BSPE programs regarding need and format without delay to the users, primarily internal and occasionally external. An additional challenge of this position is to ensure that correct and accurate information is produced in order to meet the demand for high quality technical work in a timely manner. An additional challenge is that s/he must be knowledgeable about the duties and many facets of the entire BSPE and its information processing systems and equipment. Typical challenges include developing spreadsheets and databases, providing expertise to internal and external users in solving complex computer application problems, updating existing technical systems, and developing time saving systems for the engineers and technicians.

This position personally consults with all staff in the BSPE to review work progress and to discuss and resolve technology issues in relation to work assignments. S/He actively pursues ways to inform staff through training and documentation of new equipment and software such as GISs, Microsoft Office, Adobe products, and various other custom applications. This position is responsible for the research and technical support of information processing systems as well as user training and maintenance within the BSPE. The incumbent is responsible for providing specialized user training, maintenance of complex computer programs, development and implementation of technical personal computer (PC) and local area network (LAN) based computer applications, and all other information systems used within the BSPE. S/He oversees online operations and initiates changes to systems. The incumbent maintains system documentation and interacts with personnel in the Bureau of Information Processing (BIP) and Illinois Department of Innovation and Technology (DoIT) to ensure system efficiency. S/He encourages users to work within the limitations set forth by the department's information technology (IT) policy and reports situations that violate the policy to the Administrative Support Section Manager.

The incumbent accomplishes responsibilities through the following staff:

Safety Analysis Specialist, who is accountable for providing complex technical support to initiate and maintain Highway Safety Programs using data driven decisions.

Systems Coordinator, who coordinates electronic and desktop publishing through the design and production of a wide variety of BSPE documentation including manuals and other reference materials.

(Job Responsibilities continued)

The incumbent is given a wide degree of latitude in the performance of his/her duties and refers unusual situations to the Administrative Support Section Manager. This position is constrained by applicable departmental policies and procedures.

The incumbent advises, coordinates efforts, and works closely with all BSPE personnel. External contacts are with other state agencies, the Federal Highway Administration (FHWA), and traffic safety stakeholders. The incumbent assists the Administrative Support Section Manager in a liaison capacity with BIP, DoIT, and other offices within the department. This position requires occasional statewide travel which may involve overnight stays.

The effectiveness of this position is demonstrated by the ability to provide timely and accurate technical services and information processing programs and identify those programs and services which will enable the BSPE to carry out its responsibilities in a more timely and cost-effective manner. The effectiveness is further measured by the result achieved from coordinating and communicating with BSPE personnel.

Principal Accountabilities

1. Determines technical informational system needs and establishes priorities for the diverse users and system within the BSPE.
2. Develops and supports computer hardware, software, and technical program applications for BSPE users.
3. Develops and maintains databases, spreadsheets, and pertinent technical computer applications.
4. Actively pursues ways to inform BSPE staff through training and documentation of new equipment and software such as GIS, Microsoft Office, Adobe products, and various other applications.
5. Provides specialized user training, maintenance of complex mainframe computer programs, and development and implementation of technical PC and LAN based computer applications and all other information systems used within the BSPE.
6. Oversees online operations and initiates changes to systems.
7. Maintains system documentation and interacts with BIP personnel and DoIT to ensure system efficiency.
8. Directs technical program conversions and implementations for BSPE users.
9. Trains and motivates subordinate staff and ensures they are complying with departmental policies and procedures.
10. Performs duties in compliance with department safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
11. Performs other duties as assigned.

Qualifications

Position Requirements

- Education/Experience:
 - Completion of a bachelor's degree majoring in computer science plus two years of experience with the management, maintenance, and training of computer software, applications, and databases; or a combination thereof; **OR**
 - Eight years of experience with the management, maintenance, and training of computer software, applications, and databases; or a combination thereof
- Occasional statewide travel which may involve overnight stays
- Valid driver's license

Position Desirables

- Experience implementing new technology systems and/or software and maintaining databases
- Experience training users with new equipment and software such as GIS, Microsoft Office, and Adobe products
- Knowledge of highway safety programs
- Ability to enhance knowledge of practices within the IT industry and keep abreast of technological advances
- Ability to develop and maintain effective and harmonious working relationships with employees, management, and traffic safety stakeholders
- Strong attention to detail and problem-solving skills

•Strong oral and written communication skills

Work Hours: 8:00 AM - 4:30 PM Monday - Friday

Work Location: 2300 S Dirksen Pkwy Springfield, IL 62764-0001

Office: Office of Highways Project Implementation/Bureau of Safety Programs and Engineering

Agency Contact: DOT.CO.BPM.EmploymentApplications@illinois.gov

Job Function: Transportation

APPLICATION INSTRUCTIONS

Use the “Apply” button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the work.Illinois.gov homepage in the blue ribbon.

Non-State employees should log in on the using the “View Profile” link in the top right of the work.Illinois.gov homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: [Log in to the career portal for State employees](#) [KS(1)] and review the Internal Candidate Application Job Aid [HERE](#) [KS(2)]

Non-State employees: on work.Illinois.gov – click “Application Procedures” in the footer of every page of the website.