Job Title: TECHNICAL MANAGER III - INTERNET/INTRANET SUPPORT SPECIALIST - IPR#44535

Agency: Department of Transportation  
Closing Date/Time: 07/08/2022  
Salary: $4,765 - $8,295 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 an Internet/Intranet Support Specialist.

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 developing and enhancing internet/intranet-based applications and providing technical assistance and training to users of these highly complex data processing systems throughout the department. The incumbent performs programming and systems analysis, quality assurance, prototyping, construction, integration and migration functions, and full lifecycle work in architecting large scale applications. S/He works closely with other members of the Distributed Systems Unit on development projects and with users to analyze, design, and implement internet/intranet-based systems and provide operational assistance.

<table>
<thead>
<tr>
<th>Department website pages supported:</th>
<th>500</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department web pages updated monthly:</td>
<td>320</td>
</tr>
<tr>
<td>New department web pages created monthly:</td>
<td>6</td>
</tr>
<tr>
<td>Intranet-based applications supported:</td>
<td>6</td>
</tr>
<tr>
<td>Intranet-based databases supported:</td>
<td>2</td>
</tr>
<tr>
<td>Content items updated daily:</td>
<td>6</td>
</tr>
<tr>
<td>Content items investigated monthly:</td>
<td>10</td>
</tr>
<tr>
<td>Intranet-based applications investigated for development monthly:</td>
<td>4</td>
</tr>
<tr>
<td>New content items investigated monthly:</td>
<td>10</td>
</tr>
</tbody>
</table>
This position reports to the Distributed Systems Manager. There are no subordinates reporting to this position.

The incumbent works in an environment where s/he applies new technologies and develops applications to meet the needs of the department’s computing community. S/He assists the Distributed Systems Manager in specifying, designing, and implementing new computerized internet/intranet-based applications to increase the effectiveness of the department’s project management assets.

(Job Responsibilities continued)
The greatest challenge of this position is to design, develop, and implement computerized internet/intranet-based systems that maximize the department’s utilization of resources to assure timely and effective completion of departmental objectives. To meet this challenge the incumbent must combine the complex and dynamic requirements of the department with state-of-the-art technology and computer systems. Typical solutions for the incumbent relate to his/her ability to effectively apply experience with practical computerized solutions to computer users’ needs.

Under the supervision of the Distributed Systems Manager the incumbent is accountable for evaluating the effects of changes to applications and systems to meet departmental needs and standards, and testing implemented changes on existing internet/intranet-based systems. Additionally, s/he performs programming and systems analysis, quality assurance, prototyping, construction, integration and migration functions, and full lifecycle work in architecting large scale applications. The incumbent works closely with other members of the Distributed Systems Unit on development projects and with users to analyze, design, and implement internet/intranet-based systems. S/He is also responsible for the integration of technologies and applications with the department’s existing resources. S/He works with designated end-users to resolve problems and develop procedures and documentation to optimize and test the usage of new technologies and applications. S/He participates in the analysis of requests for new internet/intranet-based tools and aids in determination of the validity of computer solutions. The incumbent is accountable for participating in the analysis, testing, and documentation of necessary system maintenance changes to internet/intranet-based systems. S/He provides procedural assistance and training to users of internet/intranet-based systems to ensure operational efficiency. S/He may be assigned to work independently on smaller projects. The incumbent utilizes Microsoft platforms, Microsoft Office suite and SharePoint, SharePoint Framework (SPFx), Microsoft PowerApps, Microsoft Automate, Hypertext Markup Language (HTML), Cascading Style Sheets (CSS), JavaScript, JavaScript frameworks, and C# and .NET programming languages to accomplish tasks.

Under the supervision of the Distributed Systems Manager, this position has the freedom to act and resolve user problems. Matters that affect the Distributed Systems Unit such as user budgets, time constraints, or affected user standards and procedures are referred to the Distributed Systems Manager for resolution. This position is constrained by departmental regulations.

(Job Responsibilities continued)
This position has frequent contacts with other areas of the department for the purpose of analyzing user needs and requests for maintenance of internet/intranet-based systems. Contacts outside the department are with computer support and technical specialists who have similar functions at other state, local, and federal agencies or with vendors of internet/intranet-based application products and services. This position requires occasional statewide travel which may include overnight stays in order to attend meetings and/or training classes.

The effectiveness of this position is measured by the continued operational effectiveness of existing internet/intranet-based systems and ability to provide new cost-effective computer systems usage which optimizes the department’s project management capabilities.

Principal Accountabilities
1. Develops and enhances internet/intranet-based applications and provides technical assistance and training to users of these highly complex data processing systems throughout the department.
2. Performs programming and systems analysis, quality assurance, prototyping, construction, integration and migration functions, and full lifecycle work in architecting large scale applications.
3. Works closely with other members of the Distributed Systems Unit on development projects and with users to analyze, design, and implement internet/intranet-based systems and provide operational assistance.
4. Evaluates the effects of changes to applications and systems to meet departmental needs and standards, and testing implemented for changes on existing internet/intranet-based systems.
5. Integrates technologies and applications with the department’s existing resources.
6. Participates in the analysis, testing, and documentation of necessary system maintenance changes to internet/intranet-based systems.
8. Performs 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.

Qualifications
Position Requirements
- Education/Experience:
  - Completion of a bachelor's degree majoring in computer science, OR
  - Completion of two years of college plus two years of experience with HTML, CSS, and JavaScript web development languages, OR
  - Six years of experience with HTML, CSS, and JavaScript web development languages
- Occasional statewide travel which may include overnight stays in order to attend meetings and/or training classes
- Valid driver’s license

Position Desirables
- Strong knowledge of Microsoft platforms
- Proficiency in using Microsoft Office suite and SharePoint
- Experience with Microsoft PowerApps, Microsoft Automate, SPFx, JavaScript frameworks, C# and .NET programming languages
- Excellent knowledge of programming and systems analysis
- Full lifecycle experience in architecting large scale applications
- Knowledge and experience in developing, customizing, and implementing software solutions

Work Hours: 8:00 AM - 4:30 PM Monday-Friday
Work Location: 2300 S Dirksen Pkwy Springfield, IL 62764-0001
Office: Office of Finance & Administration/Bureau of Information Processing
Agency Contact: DOT.CO.BPM.EmploymentApplications@Illinois.gov
Job Family: Transportation; Technology

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 Illinois.jobs2web.com homepage in the blue ribbon.
Non-State employees should log in on the using the “View Profile” link in the top right of the Illinois.jobs2web.com 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 and review the Internal Candidate Application Job Aid.
Non-State employees: on Illinois.jobs2web.com — click “Application Procedures” in the footer of every page of the website.

The main form of communication will be through email. Please check your “junk mail”, “spam”, or “other” folder for communication(s) regarding any submitted application(s). You may receive emails from the following addresses:
- donotreply@SIL-P1.ns2cloud.com
- systems@SIL-P1.ns2cloud.com