

Job Title: TECHNICAL MANAGER II - PROGRAMMER ANALYST TRAINEE - CUSTOMER SERVICE - IPR#45630

Agency : Department of Transportation

Closing Date/Time: 10/18/2022

Salary: \$4,190 - \$7,315 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 Programmer Analyst Trainee-Customer Service.

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.

The department offers extensive training and career advancement opportunities. Employees also receive a robust benefit package including:

- Monday-Friday work schedule
- Flexible work schedules are available in many program areas.
- Health, Life, Vision, and Dental Insurance
- Pension Plan
- (10) Weeks paid Maternity/Paternity Leave
- Deferred Compensation Program and other pre-tax benefit programs (Medical/Daycare)
- Employees earn (12) paid Sick Days annually.
- New Employees earn (10) paid Vacation Days their first year of service and can earn up to (25) paid Vacation Days annually.
- Employees earn (3) paid Personal Days annually.
- (13-14) paid holidays annually (based on start date)
- Tuition Reimbursement

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 responsible for assisting with programming and analysis in the design, development, maintenance, and technical support of many of the department's multi-user, client/server, and web-based technology applications. The incumbent will utilize Visual Basic for Applications (VBA), Microsoft Access, Microsoft SQL databases, SharePoint, Power BI or other similar data analytic tools, and Microsoft Office 365 PowerApps/Forms/Flow.

Number of new development projects annually: 10-15 annually
Number of system applications supported: 10-50
Number of business and engineering technology systems: 175 +/-
Technology user base supported: 5,400 +/-
Estimated code value: \$125,000,000

This position reports to the Customer Service Manager. No subordinates report to this position.

This position is responsible for assisting with the analysis, development, delivery, and support of high-quality business software. The incumbent will also assist with evaluating the effects of changes requested to meet departmental needs and testing implemented changes on existing technology systems. Adhering to the department's development standards is crucial.

Typical challenges in this position. include becoming knowledgeable of the department's web application and Microsoft Access environments and interacting with business users to resolve action requests. The greatest challenge of this position is to assist with the analysis, design, development, and implementation of technology applications that maximize the department's technology resources and ensure timely and effective completion of assigned project objectives .. To meet this challenge, the incumbent must utilize VBA, Microsoft Access, Microsoft SQL databases, SharePoint, Power BI or other similar data analytic tools, and Microsoft Office 365 PowerApps/Forms/Flow.

(Job Responsibilities continued)

The incumbent is personally responsible for assisting with the implementation of new technologies and applications to meet the needs of the department's computing community, assisting with the integration of those technologies and applications within the department's existing resources, working with project end users and stakeholders to develop procedures and documentation to optimize the usage of new technologies and applications, and resolving problems encountered by end users. S/He provides procedural assistance and training to users to ensure operational efficiency and must be capable of managing and prioritizing multiple tasks while maintaining a positive attitude. The incumbent works closely with other members of the Customer Service Unit on development projects and with end users to analyze, design, test, and implement technology applications and systems.

The incumbent is given general latitude to accomplish routine responsibilities and refer matters of a non-routine or sensitive nature to the Customer Service Manager. S/He is constrained by applicable departmental, state, and federal policy, practices, and guidelines.

Internal contacts are. with department technology users, which include all central office department employees and consultants and Regional Information Technology staff throughout the state. External contacts are with the Department of Innovation and Technology (DoIT), other state agencies, and various service vendors. This position requires occasional statewide travel with overnight stays.

The effectiveness of this position is measured by the incumbent's ability to become proficient at supporting the various technologies and applications, as well as training and supporting end users in the utilization of these systems to meet core business needs.

Principal Accountabilities

1. Assists in the analysis, development, delivery, and support of technology applications utilizing VBA, Microsoft Access, Microsoft SQL databases, SharePoint, Power BI or other similar data analytic tools, and Microsoft Office 365 PowerApps/Forms/Flow.
2. Assists in the enhancement of existing technology applications and databases to meet the changing business needs of the department.
3. Provides operational assistance and support for customers throughout the department.
4. Develops relationships with customers and stakeholders to foster positive customer satisfaction, understands business process issues, and manages customer expectations effectively.
5. Assists with testing and provides written documentation for new technology applications as well as enhancements to existing systems.
6. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to

the fair and equitable treatment of all employees.

7. Performs other duties as assigned.

Qualifications

Position Requirements

- Education/Experience
 - Completion of a bachelor's degree majoring in computer science, information technology, or business, OR
 - Completion of two years of college plus one year of experience developing, supporting, and/or enhancing applications utilizing VBA, Microsoft Access, Microsoft SQL databases, SharePoint, Power BI or other similar data analytic tools, and Microsoft Office 365 PowerApps/Forms/Flow, OR
 - Five years of experience developing, supporting, and/or enhancing applications utilizing VBA, Microsoft Access, Microsoft SQL databases, SharePoint, Power BI or other similar data analytic tools, and Microsoft Office 365 PowerApps/Forms/Flow
- Valid driver's license
- Occasional statewide travel with overnight stays

Position Desirables

- Working knowledge of internet and intranet technology
- Working knowledge of macros and VBA in Excel, Microsoft SQL databases and design, Power BI or other similar data analytic tools, Microsoft Office 365 PowerApps/Forms/Flow, Microsoft development technologies and software packages including Microsoft Office Suite, SharePoint, and Visual Studio
- Ability to manage and prioritize multiple tasks while maintaining a positive attitude

Work Hours: 8:00 A.M. - 4:30 P.M. 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: Technology; 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 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