

**Support Technician**  
**Illinois House of Representatives – Office of the Speaker**

The Illinois House of Representatives seeks a Support Technician for the IT Department of the Office of the Speaker to provide support for PC hardware, software, and operating systems. This position is located in Springfield, Illinois.

Primary functions and responsibilities of the position include:

- Perform installation, repair, and preventative maintenance of computer systems and related systems.
- Troubleshoot software and hardware failures and identify network problems when they relate to (desktop or laptop) end-users' computers.
- Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.
- Document procedures and solutions for help desk issues.
- Provide technical assistance and support by reading technical manuals and conducting diagnostics to investigate and resolve problems related to software, hardware, internet, etc. and communicate solutions to users.
- Resolve issues related to operating systems updates, patches and configuration changes.
- Escalate urgent problems requiring more in-depth knowledge to appropriate internal resources.
- Create workaround procedures when standard procedures have failed and ensures issues are resolved in a timely fashion.
- Make recommendations on areas of process improvement.
- Other duties as assigned.

Minimum qualifications:

- 2 years' work experience in an IT department along with technical certifications or associate degree in Information Technology, Technical skills and knowledge in the following areas;
  - Microsoft Operating Systems (Windows 7-10)
  - Microsoft Office 20XX
  - Basic Network Troubleshooting
- Must have strong computer skills and the technical ability to support desktops, printers, management systems, basic knowledge of server operating system and peripherals in a network environment.
- Excellent customer service skills. Must be able to resolve problems via phone or remote-control software in a help desk environment.
- Self-motivated and goal driven, with the ability to effectively prioritize and execute task in a fast-paced environment.
- Excellent oral and written communication skills including strong attention to details.
- Strong interpersonal, analytical and problem solving skills
- Strong organizational, time management and multi-tasking skills.

Salary Range:

- \$40,000 minimum – compensation based on experience and education;
- Health, dental, vision, prescription, behavioral health, and life insurance, for details visit: <https://www2.illinois.gov/cms/benefits/StateEmployee/Pages/StateInsuranceProgram.aspx>
- Participation in State Employees' Retirement System;

- Optional participation in health savings account and deferred compensation programs;
- Competitive vacation, sick, and personal time.

Qualified applicants should submit a resume and contact information for three professional references to:

Brett Dickerson  
Illinois House of Representatives  
Room 622 Statehouse  
Springfield, IL 62706  
[BDickerson@hds.ilga.gov](mailto:BDickerson@hds.ilga.gov)

The Office of the Speaker of the Illinois House of Representatives is an equal opportunity employer and prohibits discrimination based on race, color, religion, gender, age, military discharge, national origin, ancestry, ethnicity, disability, sexual orientation, marital status, pregnancy, or any other characteristic protected by federal or state laws.