

**Technical Support Specialist
Office of the Speaker
Illinois House of Representatives**

Job Type: Full time, Payroll
Reports to: IT Unit Director
Location: Springfield, Illinois
Number of Positions: 1
Date: February 2, 2022

Summary: The Illinois House of Representatives seeks a technical support specialist to install, maintain, troubleshoot, and repair computers, servers, printers, audio/video, and communications equipment.

Essential Functions:

- Install, update, modify, and make minor repairs to computer hardware and software systems including desktop/notebook computers and servers;
- Identify and solve basic network connection issues;
- Troubleshoot and maintain VoIP phone system;
- Install, maintain, troubleshoot, and configure printers;
- Operate, maintain, and troubleshoot audio/video equipment and videoconferencing hardware and software;
- Frequently lift or move items weighing up to 50 pounds;
- Provide IT assistance to staff and management;
- Keep track of technological advancement and trends in IT support;
- Perform other duties as assigned.

Required Qualifications:

- Excellent listening, oral, written, and interpersonal communication skills
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Strong troubleshooting skills
- Working knowledge of TCP/IP
- Working knowledge of Microsoft Active Directory
- Ability to work independently, yet quickly assimilate into a team atmosphere
- Ability to translate technical and complex information and instructions into common, user-friendly terms
- Demonstrated history of quickly adapting to change and various demands

Preferred:

- Degree in Computer Science

Compensation:

- \$50,000 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

Work Environment:

- Work is largely performed in the Illinois State Capitol Building Complex in Springfield, Illinois which is open to the public. Security for the Capitol Complex is provided by Illinois Secretary of State Police.
- The working environment can be noisy, and the building can be congested with constituents, lobbyists, tour groups, and demonstrators.
- The person in this position needs to be able to remain in a stationary position for extended periods of time, as well as to move about inside the capitol building and grounds as necessary.
- The person in this position constantly operates a computer and other office productivity machinery.
- The person in this position frequently communicates with staff, legislators, lobbyists, and members of the public, and must be able to professionally exchange accurate information in these situations.
- Typical work hours are 8:30 am to 4:30 pm on non-session days and 8:00 am to 7:00 pm on session days. Hours are subject to change. Occasional weekends may be required.
- Some travel may be required.

Application Information:

Qualified applicants should submit cover letter, resume, and contact information for three professional references to:

Pamela Lassiter
 Human Resources Director
 Illinois House of Representatives
 Office of the Speaker
 Room 419, Stratton Building
 Springfield, IL 62706
HumanResources@hds.ilga.gov

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.

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