

Civil Service Title: INFORMATION TECHNOLOGY TECHNICAL ASSOCIATE

Working title: IT Tech Associate III

DEPARTMENT: Information Systems

FLSA: Exempt

JOB POSTING: #17-062 (Exam Request title: IT Technical Professional)

To apply: <https://jobs.uic.edu>

The **IT Operations - Technical Associate III** will provide technical & project support for IT Operations supporting DSCC IT service environments. The position is responsible for managing the technical and day to day operational activities and providing support for team project activities under the direction of the Information Technology leadership.

Duties/Responsibilities:

The operational environment includes the following technologies:

- Microsoft Platforms: Hyper-V, Windows Servers, SharePoint, Exchange, SQL, System Center Configuration Manager, ADFS, Windows workstations.
- ManageEngine ServiceDeskNow, OpMan, and Desktop Central Service desk and other internally developed applications.
- Symantec Endpoint Security and Symantec.cloud technologies
- Technologies integrated into this environment include:
 - o IP networking: Cisco Routers, Cisco Switches, Cisco ASA, Barracuda firewall systems
 - o Cisco Meraki WiFi environment
 - o Dell Servers, Laptop and Desktop computers
 - o Cisco IP Telephony, Nortel and other Telephony platforms
 - o McAfee Email Gateway Security
 - o Mobile device users and management
 - o Software License management
- Provide technical leadership for Internal IT support team involved in the administration and day-to-day operational activities associated with managing internal IT systems, under the direction of the Information Technology Services management
- Support project leadership and management for internally and organizationally focused efforts, including development of project documentation within established processes and procedures
- Provide technical and personnel leadership of the team performing administration and day-to-day operational activities, managing performance and organizational change within established processes and procedures
- Collaborate with Management and Application Owners to facilitate project definitions, timelines, and deliverables
- Develop and provide metrics and analysis to show quantity and quality of work
- Participate in assigned cross functional teams as assigned
- Research and recommend new methods and techniques to improve technical and service offerings for Internal IT

Additional Related Duties

Develops presentations on current and future plans or services. Makes product and vendor recommendations. Act as a software vendor liaison. Performs other related duties as assigned.

Minimum Acceptable Qualifications Credentials:

1. Any combination totaling two years from the following categories:

- a) progressively more responsible work experience in IT-related profession
- b) college course work in Information Technology (IT), IT Management, or a closely related discipline, as measured by the following conversion table or its proportional equivalent:

- 60 semester hours or Associate's Degree equals one year
- 90-120 semester hours or Bachelor's Degree equals two years

Note: As required by the position to be filled, additional education, training and/or work experience in an area of specialization inherent in the position may be necessary in meeting credential requirements.*

* Required Qualifications

1. Bachelor degree in Computer Science or Information Technology or closely related discipline

Or

2. 10+ years of professional work experience (7+ years of experience performing application administration/management of similar complex technical environments and support projects and 2+ years of supervisory or leadership experience)

The University of Illinois at Chicago Division of Specialized Care for Children is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans, and individuals with disabilities are encouraged to apply.

The University of Illinois may conduct background checks on all job candidates upon acceptance of a contingent offer. Background checks will be performed in compliance with the Fair Credit Reporting Act.