

December 22, 2023

JOB VACANCY ANNOUNCEMENT

**Administrative Office of the Illinois
Courts 3101 Old Jacksonville Road
Springfield, IL 62704**

Applicants may be required to submit additional material and/or complete job specific tests for this position.

POSITION:	Help Desk Technician 1
DIVISION:	Judicial Management Information Services (JMIS)
SALARY:	\$61,132 per year or commensurate with experience; salary to be determined upon hire
BENEFITS:	An attractive judicial branch benefits package is offered, including pension, medical, dental, vision and life insurance, as well as deferred compensation and generous leave time.
REPORTING RELATIONSHIP:	JMIS' End User Technology & Support Manager JMIS' CIO

The Administrative Office of the Illinois Courts' JMIS Division is seeking a Help Desk Technician 1 to join the technology division in support of computers, applications, and IT services throughout Illinois' judicial offices. The position will be based in the AOIC's Springfield IL office.

ESSENTIAL DUTIES:

The End User Technology & Support Group is responsible for staffing the Division's Help Desk service, asset tracking and equipment inventory, telephony, and other operational functions in the division. The Help Desk Technician position is responsible for day-to-day fielding of judicial branch calls, including telephone and remote support, problem resolutions, routing of calls to subject matter staff, and coordinating onsite service by JMIS' 3rd-party partners. The Help Desk Technician position is responsible for working with JMIS staff to respond to calls from judges, managers, court employees on computer and IT questions or problems with the use of technology throughout the judicial branch. The Help Desk Technician will also work with and schedule 3rd party partners for onsite hardware replacement or problem resolutions, coordinating work in courthouses and judicial offices. The Help Desk function is also responsible for asset tracking to record specific information about each computer, peripheral, and component to accurately record equipment movement. The Help Desk person is responsible for summarizing Help Desk calls (i.e., closed, open) to maintain a daily ticket status and facilitate timely response and to problem resolutions with judicial offices. The Help Desk Technician position is also responsible for maintaining detailed records on software licenses, details of replaced equipment, warranty information, and the exact location of equipment throughout the judicial branch. Performs other duties as assigned.

EXPERIENCE, EDUCATION and TRAINING REQUIREMENTS:

A Bachelor of Science degree in Information Technology/related field or equivalent work experience is preferred. The Help Desk Technician 1 is responsible for supporting a wide range of technologies and should possess a

background in IT with a strong knowledge of computers (desktop and laptop), printers, computer software, hard drives, scanners and other accessories. Hands-on experience and knowledge of Windows desktop operating systems (i.e. Windows 10/11), browsers (Edge, Chrome), Outlook (e-Mail, calendar, etc.), Microsoft Office 365 applications, OneDrive, Teams, and other productivity software is required. The successful candidate must possess strong oral and written communication skills, be detail-oriented, and have excellent project and time management skills, and be self-motivated with the ability to prioritize daily tasks.

Physical Requirements:

Professional office work environment and dress. A degree of remote work currently available. Applicants must have the ability to work some additional hours and travel, including some overnight stays. The ability to work alone, with colleagues and third-party service providers is important.

This position requires the ability to lift and move computers, servers, peripherals, storage systems, UPS, and computer accessories. Applicant must possess a valid Illinois driver's license and demonstrate proof of automobile insurance to operate a personal vehicle on state business, as well as maintain a safe driving record.

Interested individuals should submit - via email - a letter of interest, resume and completed/signed [Judicial Branch Employment Application](#) to:

CourtEmployment@IllinoisCourts.gov

The position will remain open until filled.

EQUAL OPPORTUNITY EMPLOYER