The Extension Information Technology Analyst serves as a regular, full time, 12 month academic professional with primary responsibility for providing support for statewide University of Illinois Extension information technology services as it relates to network administration, server management, web applications, electronic communications and end-user support for more than 700 employees.

One full time position is available.

Location: Springfield, IL

This is a security-sensitive position. Comprehensive background checks, including but not limited to a criminal conviction information check, a CANTS check, and a review of the Registered Sex Offender list, will be conducted.

Specific responsibilities of the Information Technology Analyst are as follows:

- Facilitate and support the integration and use of technology in both synchronous and asynchronous, physical and virtual learning environments in the educational outreach mission of University of Illinois Extension by the statewide network of Extension field staff and through instructional/educational delivery systems including expertise in mobile computing, network connectivity, storage and security, online and desktop software applications.
- Understand the complex educational and operational challenges of Extension and work to develop and integrate educational technology and internal business solutions to address these challenges.
- Provide support and assistance remotely to IT end-users over a wide geographic area. This involves communicating and working closely with a distributed team of IT staff.
- Backup all network data through set-up and monitoring of campus-based backup processes to ensure consistent and secure storage redundancy for mission-critical files and data.
- Evaluate network security and performance and provide independent recommendations for creative solutions and operational efficiencies.
- Contribute to and represent U of I Extension on campus-level committees on security, end point management, and other services to ensure compliance, collaboration and effective use of technology services provided by campus or university technology providers.
- Provide analysis and feedback to Extension IT staff regarding suggestions for improvement/enhancement of network and computing infrastructure and processes.
- Develop a professional development plan to regularly improve technical competencies.
- Comply with all University of Illinois Affirmative Action/Equal Opportunity policies and guidelines in all aspects of University of Illinois Extension work.
- Significant travel required. Personal transportation required.
- Work will involve occasional evening and weekend hours to avoid system disruptions to end-users during normal business hours.
Administrative Relationship: The Extension Information Technology Analyst is administratively responsible to the Director, Information Technology, University of Illinois Extension.

Qualifications:

- Required: Bachelor’s degree from an accredited institution of higher education. A minimum of 3 years’ experience in system and network administration or desktop support. Direct and practical experience with Windows 7 and Windows Server 2008. Experience with Windows Active Directory in a WAN environment. Experience with typical desktop applications, including Microsoft Office 2010 and Adobe Creative Suite. Experience in endpoint management, software, and hardware installation and troubleshooting. Experience in remote desktop assistance. Proven ability to work independently in remote locations and as part of collaborative teams. Experience being self-directing. Good communication skills (oral and written). Knowledge of various internet connectivity technologies used by private ISPs, including DSL and cable modems.

- Preferred: Experience in technology facilitation and integration. Experience with Windows DNS, DHCP and VPN. Familiarity with centralized support request tracking systems. Skill and experience in communicating technical material to technical and non-technical users. Knowledge of mobile technologies, including tablet computers. Knowledge of technologies used to capture and broadcast live or asynchronous education events. Knowledge of purpose and mission of the College of Agricultural, Consumer and Environmental Sciences and University of Illinois Extension.

Additional Information

The position is a full-time, benefits-eligible, non-tenure, academic professional position appointed on a 12-month service basis. The expected start date is as soon as possible after the closing date. Salary is commensurate with experience and qualifications. Generous vacation and sick leave. State Universities Retirement System. Group health, dental, vision and life insurance.

Application Procedure: To apply, go to http://go.illinois.edu/A1500382. Log in to your account and upload a cover letter and resume, as well as the names and contact information of three professional references. Transcripts may be requested at a later date. To receive full consideration, all requested application materials must be submitted via the online system by the close date of October 09, 2015.

For further information about the position please contact James Hazzard at jhazzard@illinois.edu. For technical assistance with the online application process, call 217-333-6747 or email jobs@illinois.edu.

Illinois is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, or status as a qualified individual with a disability. Illinois welcomes individuals with diverse backgrounds, experiences, and ideas who embrace and value diversity and inclusivity. (www.inclusiveillinois.illinois.edu).