



# Macon County Health Department

## Job Opening

---

Job Title:	Information Technology Support Specialist Assistant
Division:	Administration
Minimum Qualifications:	<p>Must have an Associates Degree in the field of Computer Science and/or equivalent work experience. Must have excellent interpersonal, communication, organizational, phone, data entry, and typing skills. Must have the ability to respond to a wide variety of end user issues. Must be able to accurately log, document, and handle support requests in a professional manner. Must have knowledge of computer operating systems/applications and software installation. Must be able to work a flexible schedule or work remotely, as needed. Must have the ability to work collaboratively with a third party IT company when necessary. Must be able to explore and solve problems logically and consistently. Must have the ability to work well with faculty, staff, and other professional partners at all levels and with varying degrees of technical knowledge. Must have the ability to maintain confidentiality at all times. Must have experience with Microsoft 365 applications. Must have experience with running and terminating network cabling. Must stay current in new IT trends and technologies.</p> <p>Must have a dependable vehicle for use during work hours, valid Illinois Driver's License, and appropriate auto insurance. Must be able to carry, pull, and manage a minimum of 30 pounds of equipment daily. This position will require the ability to climb, crawl, reach, and access tight spaces.</p>
Summary of Job Duties:	<p>Assists to ensure stable operation of IT systems at the Macon County Health Department (MCHD). Assists and serves as a back-up to the Information Technology (IT) Support Specialist. Solves technical problems by phone and/or in person. Configures and deploys computers to end users. Assists with repairs and upgrades network and computer systems. Responsible for troubleshooting of technology issues including, but not limited to the following: basic telephone usage; email; in-house computer operating systems and applications; network connectivity; and printing. Generates, follows up on and completes requests for assistance (Help Desk tickets) in a positive manner and completes documentation (requests, actions taken, and final resolutions). Assists with maintaining inventory of all IT assets. Supports end users via phone or remote support session. Installs and terminates network cables. Uses all available resources to resolve problems (documentation, web, other staff, etc.). Ensures policies/documentation are kept up to date. Conducts research on network products, services, and standards in support network policies as requested. Evaluates new software and systems for use within the MCHD. Acts as first-line technical point of contact for copier related issues. Assimilates technical and non-technical information and presents it to a variety of audiences, both technical and non-technical. Prioritizes tasks with a minimum amount of supervision, and effectively handles escalations and time-critical issues. Assists with technical aspects of MCHD cell phones including: Evaluation and selection of new models to determine best fit for department needs; Ordering and activation of new lines and phone upgrades; and In-house support for employees with any technical issues. Provides training, guidance and evaluation for all MCHD staff as it relates to information technology and communication systems, including but not limited to creating and providing staff training (Excel, Microsoft 365, etc.).</p>
How to Apply:	<p>Applications can be picked up at the Macon County Health Department Front Desk at 1221 E. Condit, Decatur, Illinois, or you can go to our website, <a href="http://www.maconcountyhealth.org">www.maconcountyhealth.org</a> to print a copy of the application. Completed applications should be submitted to Macon County Health Department Attention: HR at 1221 E. Condit, Decatur, Illinois, 62521 or emailed to <a href="mailto:hr@maconchd.org">hr@maconchd.org</a>.</p>