



Information Technology Technician

Park District of Highland Park

Contact Name: Nick Kapetan
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Closing Date:
Salary: \$24.39 - \$28.05 Hourly

Description: **Summary**

Responsible for providing technical assistance and support of computer systems. Manages help desk requests and aids in troubleshooting and issue resolution for end-users. Also responsible for assisting in installing, monitoring, and maintaining the District's computer hardware, software, telecommunications, and other related automated office equipment. May be on-call for evening and weekend hours. This position serves as the first point of contact for staff assistance and excellent customer service and communication skills are a must.

Essential Duties and Responsibilities:

- Primary responsibility includes managing help desk requests in a timely manner; prioritizing and maintaining requests, working toward resolution of help desk requests, and communicating with district staff regarding issue and resolution; documents help desk issue resolutions and interactions with end-users.
- Assist users over the phone, in-person, and remotely using multiple platforms; follow-up with end-user to ensure issues are resolved.
- Responsible for coordinating and performing onboard and offboarding operations.
- Installation, configuration, troubleshooting and maintenance of all end-user computing and telecommunication hardware and related software throughout the District.
- Assist district staff with troubleshooting on computer/software and telecommunication device operation.
- Perform system administration tasks including, but not limited to user account adds, deletions and changes.
- Perform maintenance, setup and tear-down of multimedia systems, devices, and Board Room equipment.
- Assist with setup, management, and maintenance of District-provided mobile devices.
- Set-up and maintenance of district-issued name badges and key fobs.
- Drives to various District facilities to inspect and repair equipment and troubleshoot user issues.
- Assist with day-to-day Information Technology operations at all District locations.
- Assists appropriate Technology and District staff members in the training and use of new software features; may create manuals for training.

- Serves as primary contact for Help Desk Support.
- Effectively manages helpdesk ticket system and escalates requests to other department staff as needed.
- Responsible for accurately making and tracking inventory moves, additions, and deletions.
- Maintains and creates documentation and assists in training opportunities for district staff.
- Ability to assist with 24x7 on-call support with 24x7 on-site support when needed.
- Other duties as assigned.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Education and Experience

Associate degree in Applied Computer Science or related data processing fields including 1-2 years of related experience or equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

All applicants must apply online at

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=38142&clientkey=315B3AF80DDEE71A200E9AE10728AA6C>

The Park District of Highland Park is an Equal Opportunity Employer.