ILLINOIS
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PARK & RECREATION ASSOCIATION

Application Systems Analyst
Village of Hanover Park

Contact Name:
Contact E-mail:
Contact Phone:
Closing Date:
Salary: $75,847 - $84,379

Description:
HIRING SALARY RANGE: $75,847 - $84,379
FULL SALARY RANGE: $75,847 - $109,977

OUR AWESOME BENEFITS INCLUDES:
- Paid Vacation, Holidays, and Sick days
- In the spirit of inclusivity, we provide paid personal days for you to celebrate
holidays when you choose.
- Life Insurance Policy equal to your annual salary paid by the Village
- Up to $1,000 in language proficiency pay
- Pension with an employer contribution
- Medical Insurance with only an 11% employee contribution
- Free single Dental Insurance
- Annual Employee Awards and Appreciation Event
- Annual Employee Picnic
- Annual Holiday Party
- Wellness Events
- Free Gym Membership
- Free Ride - first month of public transportation is free

Under general direction, performs activities involved in the coordination and support of network infrastructure and applications systems to ensure that proper operation, processing efficiency and user satisfaction is maintained. Plans, organizes and prioritizes application and other projects in order to meet deadlines. Assists in the development or modification of application programs, databases, spreadsheets and other applications as appropriate. Develops training materials as needed and trains users on proper use and operation of application systems. Makes independent decisions in the absence of specific policies and /or guidance from superiors. Must be available to assist with broadcasting Board Meetings on Thursday evenings once each month.

ESSENTIAL DUTIES & RESPONSIBILITIES: ·
Investigates and resolves application functionality related issues and provides first level support and

troubleshooting of Village application systems.

Supports end users in resolving technical issues with the New World ERP system. Facilitates technical support with vendors as needed.

Maintains databases such as (Microsoft SQL Server, Microsoft Access) and information libraries.

Maintains user credentials in all Village systems including the creation, modification, removal and archiving of user identities and files. Documents all changes to user accounts.

Maintains Microsoft Active Directory users, groups, computers and access permissions. Ensures synchronization to Azure Active Directory is operating and resolves any issues.

Maintain Office 365 Forms and Power Automate flows.

Maintains a system of controls to ensure the accuracy, integrity and security of data stored within the computer system. ·   Provides user guidance and technical assistance for the resolution of application specific problems.

Develops and maintains operational documentation and training materials.

Assists the Chief Information Officer in preparing the annual budget.

Assist in maintaining database of equipment inventory.

Tracks Information Technology and Capital expenditures; submits payments and manages warranty information for all equipment within the Village.

Maintains the Cisco VoIP telephone system on a daily basis, including but not limited to, adding, moving, and making changes to Cisco Call Manager, Cisco Unity Voicemail, Cisco Emergency Responder, Cisco Attendant Console, and Cisco Presence.

Contacts software/hardware service personnel as necessary.

Participates in on-call rotation for supporting network and end users during non-business hours. Responsibilities include 24-hour on-call support for public safety as needed.

Participates in technical projects such as writing specifications and requirements and/or developing computer programs for specified applications.

Significantly provides input and/or contributes to the development of departmental policies and procedures, and occasionally contributes to the development of policies that affect other departments.

Plans and prioritizes daily work schedule and analyzes data to develop own and departmental daily work plans that can involve resolving difficult, technical, and/or administrative issues.

Cross trains on all aspects of all technology systems to provide support to the department.

Adheres to all Village policies and procedures within the department and as outlined in the Employee Handbook.

Maintains regular attendance and punctuality.

Follows all safety regulations, policies, and procedures. Reports all unsafe conditions and acts to supervisor. Reports all accidents to the supervisor immediately whenever possible, but no later than end of the employee's work shift. Follows recognized safe work practices.

Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

QUALIFICATIONS:
 To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION & EXPERIENCE:
Completion of a Bachelor's degree in Information Technology or equivalent from a four-year college or technical school with major courses in computer science, computer applications, or equivalent combination of college coursework and practical experience; and a minimum of two (2) years' experience in Microsoft and/or Cisco technologies along with advanced knowledge of network

hardware and software support; or equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Audio and video editing skills are preferred. Microsoft 365 proficiency a plus.