



IT Support Specialist (Full-Time)

Deerfield Park District

Contact Name: Martin Terlik

Contact E-mail: martin@deerfieldparks.org

Contact Phone: 847-572-2606

Closing Date:

Salary: \$50,000 - \$60,000 DOQ

Description:

Are you an IT professional seeking a full-time work schedule and a variety of responsibilities? Our IT Support Specialist role is an integral position within the Finance Department at the Deerfield Park District. It will allow you the opportunity to showcase and implement your technical knowledge and work within a fun, mission-based organization. The role requires an energetic, collaborative individual who has an eye for detail and enjoys making a positive impact on all park district departments. Applicants looking to work in a unique environment where you can make a daily difference in people's lives should apply

Who we are?

The Deerfield Park District was formed in 1951 with a mission to provide outstanding parks, services, facilities, and recreation programs that enrich lives, promote healthy living, and improve memorable experiences. The Park District has over 25 parks and facilities, including the Deerfield Golf Club, Sachs Recreation Center, Patty Turner Center, Jewett Park Community Center, Mitchell Pool, and Deerspring Pool. The Park District employs an average of 300 staff with over 500 seasonally. The District maintains a modern, well-designed technology environment and is an IAPD/IPRA Illinois Distinguished Accredited Agency. For additional information, visit us at www.deerfieldparks.org.

What is the opportunity?

Under the leadership of the IT Manager, the IT Support Specialist is responsible for managing and maintaining all district software and hardware, including installing, configuring, and troubleshooting, and supporting non-technical end users. The major emphasis of this position will be assisting with the Technology needs for the daily operation of the Park District staff and patrons. This position has growth potential.

Key responsibilities include:

- Install, configure, troubleshoot, and maintain desktops, laptops, phones, and cameras, as well as server hardware and networks, under the supervision of the IT Manager
- Respond to and resolve alerts and notifications from system, network, and security monitoring tools

- Manage and support all district software, including: Microsoft Office 365 suite, RecTrac, Incode, websites, and various SaaS solutions
- Effectively communicate technical information to non-technical end-users and thoroughly document procedures and solutions
- Troubleshoot problems without direct supervision; demonstrate a willingness to investigate solutions and interact with other staff and third-party technical support resources as needed
- Prioritize and manage time effectively using a helpdesk ticketing system
- Continually expand knowledge and skills with employer-sponsored training and certification opportunities
- Excellent customer service skills with district staff as well as patrons and customers.

What qualifications are needed?

- College degree in IT, Systems, Computer Science, or related field (or equivalent work experience)
- Desirable: Experience in parks and recreation, especially with VSI's RecTrac software
- Required: 3+ years of helpdesk technical support
- Proficient in Microsoft technologies (Windows 10/11, server OS, Office 365, OneDrive, SharePoint)
- Familiar with Active Directory and Windows Domain environments
- Capable of installing, upgrading, and troubleshooting Windows OS, applications, and hardware. Mobile device support experience
- Knowledge of wired/wireless networks and protocols (DNS, DHCP, VLANs, VPNs, LAN, TCP/IP, VOIP)
- Experience with virus protection, spyware, malware, and spam software
- Basic cybersecurity knowledge
- Valid driver's license and personal vehicle for site travel in Deerfield.

Scheduling, pay and benefits

The IT Support Specialist is a full-time non-exempt position working 40 hours per week.

Target hiring range is \$50,000 - \$60,000 dependent upon qualifications and experience.

The schedule is Monday through Friday approximately 8:00 to 5:00.

This position is eligible for a comprehensive benefits package including health insurance, dental insurance, vision insurance, life insurance, IMRF pension, paid time off, wellness incentive program, and free/discounted access to Park District facilities and programs.

Position is open until filled. Please apply early as recruiting and interviewing will begin immediately.

Apply at: <https://www.deerfieldparks.org/jobs/>