IT Software Administrator

Skokie Park District

Contact Name: Stephenie Gualano
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Closing Date:
Salary: 60,000 - $65,000 DOQ

Description:
The IT Software Administrator will be responsible for the support of the IT department and the subject matter expert on all RecTrac related items for the district.

Essential Duties

- Responsible for the management and support for all IT related systems which includes MSI, Tyler ERP, RecTrac, MainTrac, and all other software programs needed to support District operations.
- Attend customer service trainings at district facilities and provide best practices on RecTrac system.
- Provide guidance on utilization of RecTrac software to end users.
- Create training guides and standard operating procedures for RecTrac and other software programs.
- Complete quarterly audits of RecTrac database and identify system errors.
- Complete updates and modifications as required. Relay modifications to the appropriate people and make any necessary system changes.
- Provide Tier 1 support to staff on all issues relating to RecTrac and escalate to other IT staff as needed.
- Respond to tickets assigned via the IT Ticketing system in a timely and professional manner.
- Functions as a backup to various IT Support functions.
- Provides end user support related to network, phones, PC's, peripherals and Windows applications including Microsoft Office.
- Administers, executes and expedites new technology requests and employee termination requests to remove technology access.
- Process queries, reports and other database requests in an accurate and timely manner.
- Assists in developing and providing end user training and training documentation.
- Assists in Windows Server administration (Active Directory, Exchange, file and print management)
- Installation, configuration and maintaining PC's on a local area network.
- Assist with installation and use of multi-media technologies, including but not limited to audio/visual equipment, projectors, digital media displays, etc.

- Assist with installation of technology related hardware throughout the agency (access control, Wi-Fi, cameras, etc.)
- Assist with installation and maintenance of District's hardware and software upgrades.
- Support the districts digitization efforts.
- Performs other duties as assigned.

Additional duties:

Perform other duties as assigned. Review processes to ensure that areas of responsibility are efficient. Must have excellent customer service skills, oral and written communication skills. Shall incorporate the district's core values of commitment, service, integrity, openness, innovation, inclusiveness and environmental stewardship in all work performed. Adheres to and actively enforces the safety responsibilities and safety procedures as outlined in the district's safety manual and overall risk management program. Adheres to and actively enforces the safety responsibilities and safety procedures as outlined in the District's Safety Manual, and overall risk management program.

In return for your talent, we offer competitive benefits including:

- BlueCross BlueShield Illinois PPO and HMO plans
- Dental Insurance
- Vision Insurance
- Generous vacation, personal and sick time
- Employer-paid life and AD&D insurance + voluntary options
- Employee assistance programs
- Pension plan
- 457b and ROTH options
- Internal benefit offerings on programs, rentals, memberships
- Paid Parental Leave (after one year of employment)

Qualifications:

Education: Associates degree or certification program requiring two years to complete in Information Systems or related field. Prefer individual with Bachelor's degree in Information Systems or related field from an accredited college or university. Will consider relevant work experience of at least three years in lieu of Information Systems degree

Experience: Two to four years experience working in RecTrac registration software and at least one year experience assisting with IT requests. Must possess strong verbal and written communication skills along with strong computer skills.

Certifications: Must be able to obtain and keep current CPR and AED certifications. Valid Illinois Driver's License required.

To apply, submit your resume and cover letter here: https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=130871&clientkey=F5399E13078DE94BE9A1121375B92420

This job falls in paygrade FT5. The target hiring range for this position is $28.84 - $31.25 per hour. A link to our full-time wage scale can be found here: https://www.skokieparks.org/full-time-wage-scale/ Additionally, a list of our benefits can be found here: https://www.skokieparks.org/employee-benefits/

At the Skokie Park District, we believe in fostering a workplace where everyone feels valued, respected, and empowered. We are proud to be an Equal Opportunity Employer and welcome people of all backgrounds, experiences, and perspectives. We are committed to creating a diverse and inclusive environment where all employees can thrive. We encourage applicants of all races, genders, ages, abilities, and identities to apply and join our team.