The School of Integrative Biology and the School of Molecular and Cellular Biology seek an Information Technology Specialist to provide end-user workstation, application, and system support for assigned departments and users within the Schools, which includes focusing on one or more of the following: administrative business and academics operations, classrooms and instructional labs, or research computing/HPC. Includes managing file and print shares, wired networks, and bioinformatics-specific software and licensing.

MAJOR DUTIES AND RESPONSIBILITIES
Work with units and individual faculty to provide the unique technological needs for their learning and research environment.
Consult with users on installation and use of software applications which also interface with network connections, and optimize systems for best performance. Assist in planning, researching, purchasing, and installation of IT systems and products (hardware/software deployment). Provide user assistance with network connectivity, administer local building networks, manage DNS and DHCP for department networks.
Promote use of centralized services where practical; acquire such services and adapt such services to unique needs of unit or users.
Analyze functional and performance issues associated with use of technology, collaborate with peers on possible solutions and implement corrective actions in a timely manner.
Perform varied IT tasks requiring some evaluation, originality, and/or ingenuity. Independently complete assigned projects with durations of 2-6 months. Advise on use of varied computing and communications technology.
Respond to requests in a timely, polite and professional manner.
Promote excellent Customer Service by taking responsibility for assigned users, owning problems until resolution. Actively maintain relationships with user community. Proactively communicate relevant IT information, stay informed of user's needs and initiatives.
As needed, supervise student hourly employees, including the assignment of tasks, performance management, etc.
Interact with various teams within IT organizations within the University to ensure outstanding service delivery to the end-users.

QUALIFICATIONS
Required:
- Bachelor's degree
- 1 year of experience in information technology consulting
- Independent problem-solving skills
- Excellent written and verbal communication skills to a variety of audiences (management, peers and users) as well as the ability to write documentation.
- Familiarity with enterprise tools and services such as endpoint management, imaging, or centralized solutions.
- Ability to diagnose network problems, and maintain network security, knowledge of essential network services (DNS, DHCP, VoIP, and/or VPNs).
Knowledge to complete most work with limited supervision, appropriately judging when to seek assistance or guidance from subject experts or management.

Preferred:
- Bachelor's degree in a scientific or technical field
- 2 years of informational technology consulting, 1 year of experience working at the University of Illinois Urbana-Champaign supporting information technology
- Understanding of the University's IT environment and policies, software distribution, and purchasing systems.

**SALARY AND APPOINTMENT INFORMATION**
This is a full-time, academic professional position appointed on a 12-month service basis. The expected start date is March 1, 2018 or as soon as possible after the closing date. Applicants may be interviewed before the closing date; however no hiring decision will be made until after that date. Salary is commensurate with experience and qualifications.

**APPLICATION PROCEDURES AND DEADLINE INFORMATION**
To apply for this position, please create a candidate profile at [http://go.illinois.edu/ITSpec](http://go.illinois.edu/ITSpec) and upload your cover letter and resume by February 23, 2018. Online application will require names and contact information including email addresses for three professional references. Full consideration will be given to complete applications received by the closing date. The University of Illinois conducts criminal background checks on all job candidates upon acceptance of a contingent offer.

For further information regarding application procedures, you may contact Marty Forrest at mjforres@illinois.edu.

The University of Illinois is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply. For more information, visit [http://go.illinois.edu/EEO](http://go.illinois.edu/EEO). To learn more about the University’s commitment to diversity, please visit [http://www.inclusiveillinois.illinois.edu](http://www.inclusiveillinois.illinois.edu)