

Posting Period: 5/01/24 - 5/15/24

COOK COUNTY BOARD OF REVIEW



INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Department:	Board of Review	Job Code:	1289
Grade:	20	FLSA Status:	Non-Exempt
Position I.D. No.:	0160503	Posting Salary:	\$76,600 Annually

Job Summary

The Cook County Board of Review's (BOR) Information Technology (IT) Team is dedicated to supporting the taxpayers of Cook County and ensuring the efficient operation of our agency. We are seeking a highly motivated Information Technology Support Specialist to play a vital role in supporting the BOR technology infrastructure. The incumbent should be an experienced, enthusiastic, and technically proficient individual who can provide combined desktop, server, and applications support. This collaborative role entails serving as the primary point of contact for all user IT needs and providing timely and effective solutions for a wide range of technical issues across various departments.

Essential Job Duties / Key Qualifications

Desktop Support:

- Diagnose and resolve hardware and software issues faced by users.
- Install, configure, and maintain desktops, laptops, and peripherals.
- Provide remote and in-person technical support to users.
- Manage user accounts and access permissions.
- Create and update documentation for standard procedures.
- Perform routine maintenance tasks like security updates and backups.

Server Support:

- Monitor and maintain server performance and availability.
- Install, configure, and update server software and applications.
- Identify and resolve server-related issues impacting user experience.
- Assist with server migrations and upgrades.

Applications Support:

- Assist users with troubleshooting common application issues.
- Escalate complex application issues to senior IT personnel.

- Learn and stay updated on various applications used by the organization.
- Document troubleshooting steps and solutions for future reference.
- Contribute to building a knowledge base for application support.

The duties listed are not set forth for the purpose of limiting the assignment of work. They are not construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Education and Experience

- Bachelor's degree (Computer Science or related field is preferred).
- Minimum of 3 years of experience in IT support.
- Strong understanding of Windows Operating Systems.
- Proficiency in troubleshooting hardware and software issues.
- Experience with Active Directory and basic server administration (preferred).
- Familiarity with common office applications and productivity tools.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Strong problem-solving and analytical skills.
- Desire to learn and stay updated on emerging technologies.

Physical Requirements

- Long periods of time working on a computer requiring vision and typing capability.
- Ability to sit and stand for extended periods of time.
- Regular use of telephone.
- Traveling between office and meetings may be required.
- Ability to lift 40 lbs.

We offer a competitive salary and benefits package. Resume and application must clearly indicate the duration and nature of work experience and education for consideration in accordance with all minimum and preferred qualifications.

THE COOK COUNTY BOARD OF REVIEW PROHIBITS ALL UNLAWFUL DISCRIMINATION IN ITS HIRING AND PROMOTIONAL PROCESS.

**COOK COUNTY BOARD OF REVIEW IS AN
EQUAL OPPORTUNITY EMPLOYER**