POSITION DESCRIPTION

INFORMATION SYSTEMS
TECHNICAL SUPPORT ANALYST

LEVEL: Exempt

REPORTING RELATIONSHIP: Reports to Network and Systems Administrator

PRIMARY JOB PURPOSE: Provide general on-site technology support to our main location and satellite clinics. Responsible for resolving Level 1 and certain Level 2 technical issues though phone, hands-on as well as remote support for ICO’s computing, mobile and printing devices and applications. The Support Desk Analyst must be able to reach any ICO location efficiently using his/her own means of transportation. As an Analyst, this role extends beyond basic “break/fix” to include other responsibilities such as one-on-one technology training, desktop image creation, updating and management, and the ability to determine the technology vertical that an issue exists in prior to escalating. While this role is not necessarily responsible for remediating these higher level issues, it must be able to identify and thoroughly triage them.

JOB DUTIES:
• Provide phone, on-site and remote support to faculty, staff and students. Performing up to Level 2 troubleshooting and problem analysis.
• Monitor and proactively update support tickets.
• Provide support for all client-side hardware/software attached to ICO’s infrastructure
• Responsible for maintaining computer and user accounts in Active Directory
• Maintain general understanding of all current and future Group Policies
• Responsible for maintenance of satellite TV services
• Maintain accurate client side asset inventory
• Provide one-on-one training for ICO applications such as Office, Raiser’s Edge and NextGen EMR.
• Secondary point of contact for all Blackberry, Smartphone, tablet and PDA type mobile device issues.
• Responsible for setups associated with new hires, relocations and terminations.
• Perform basic networking troubleshooting including viewing and reporting on network device logs (Switches, routers)
• Works with team members to procure all necessary equipment to keep all information systems at ICO/IEI running
• Primary creator of ICO ID cards
• Create and maintain images for workstations
• Provision and troubleshoot Exchange 2010 email accounts
• Notify Senior Systems Support Analyst of potential HIPAA risks
• Assist all other members of the department when called upon
• Document all work done
• Develop procedures and training materials for co-workers pertaining to the support desk
• Provide after-hours/non-workday support and participate in 24x7 support desk coverage rotations.
• Other duties as assigned
SPECIFIC JOB FUNCTIONS:
• Provide technical support to all end-user devices, include mobile devices.
• Provide technical support for all general and line of business applications.
• Perform extensive problem analysis and remediation including user education where applicable.
• Gather all necessary information and perform triage when an issue needs to be escalated.
• Create and maintain staff and student ID cards
• Configure and maintain image creation and management software for efficient deployment of new systems
• Monitor and manage ticketing system

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES
• Associates Degree or higher in Information Systems or equivalent field of study
• Multiple certifications may be substituted for degree experience at manager’s discretion
• 3+ years’ experience with filling a position for a support desk in an education or healthcare environment
• Must have and maintain a Microsoft Certified Professional (MCP) or A+ certification (or higher/equivalent). Bachelors or higher degree experience may be substituted for certification.
• Experience troubleshooting both local and network related computer and printer issues.
• Experience with Remote Control/Support utilities such as Remote Desktop or VNC.
• Experience in desktop image deployment tools and/or WSUS.
• Experience working with and support mobile devices in an ActiveSync environment.
• Ability to analyze problems and develop effective solutions.
• Ability to multi-task, rearrange priorities and maintain focus and professionalism in a face-paced environment.
• Excellent knowledge of business systems and procedures.
• Good interpersonal, organizational and customer relation skills.
• Superior communications skills, both written and verbal.
• Ability to lift 50 lbs.
• Ability to stand for long periods of time.
• Ability to work outside of normal business hours and participate in 24x7 coverage.
• Ability to work in cooler data center environments.
• Must own/have permanent access to vehicle
• Attendance must be in accordance to College policy.

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You can register and submit your resume electronically through NPO.net
or
You can mail your resume and cover letter to:

Illinois College of Optometry/Illinois Eye Institute
Human Resources Department
3241 South Michigan Avenue
Chicago, IL 60616

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