



## **NOW HIRING**

### **IT – Technician, Support**

#### **SUMMARY:**

Assists our IT Support Specialist to provides first-line support for hardware and applications within our multiple divisions at the Police Department, Village Hall and Public Works buildings. Manages user requests and coordinates with the IT Operations Manager. Maintains recordkeeping for the numerous technology contracts and works with various departments to ensure payments are made by the appropriate renewal dates.

#### **ESSENTIAL DUTIES and RESPONSIBILITIES:**

Provides users expert technical assistance and support on items such as:

- General desktop, laptop, and printer/copier support
- General application support (Windows, email, Microsoft Office/365)
- Smartphone, tablet, and other mobile device support
- Support of camera systems, both evidentiary and general surveillance
- Basic support of telecommunications and wireless systems
- Police department specific application support to include:
  - Computer-Aided Dispatch (CAD) and Records software
  - In-vehicle software such as mobile crash reporting and e-citations
  - Support of in-car equipment such as mobile data terminals (MDT) and mobile printers

May act as a department liaison to WESCOM (dispatch), Will County 911 and other agencies for application support.

Utilizes Information Technology helpdesk software to create and respond to tickets to track issues.

Provides one-on-one and small group training on equipment, software and systems used.

Coordinates repair and replacement of equipment and systems with internal and vendor resources.

Assists with asset management of Village technology solutions. Maintains recordkeeping for technology contracts and renewal dates.

Advises and assists users with general technology questions and refers issues to others within the Information Technology Department as needed.

Performs occasional after-hours, evening and weekend work as needed.

**QUALIFICATIONS:**

- Associates or Bachelor's degree from an accredited college or university in Computer Science, Information Systems, or Telecommunications; or 2-4 years of related experience and/or training; or equivalent combination of education and experience.
- Experience in local, county, or state government is highly desirable

**SALARY/BENEFITS:**

Starting salary for this full-time exempt position is \$65,000/year, depending on qualifications. Full range of benefits offered including IMRF pension benefits.

**HOW TO APPLY:**

Email your application and resume along with a cover letter to:

[humanresources@goplainfield.com](mailto:humanresources@goplainfield.com)

Hard copies may be dropped off or mailed to:

Village Hall  
24401 W. Lockport Street  
Plainfield, IL 60544.

*The Village of Plainfield is an Equal Opportunity Employer and encourages persons of diverse backgrounds to apply for available positions.*