IT Support Technician
Village of Northbrook

The Village of Northbrook, Illinois (population 35,222), is a thriving, progressive community strategically located 25 miles north of Chicago. Home to several corporate headquarters, an upscale mall, a charming downtown, and several public transit resources, Northbrook is a prosperous village with a small-town feel. A family-oriented community, residents enjoy a variety of events and recreational opportunities, parks and natural areas, dining and retail choices, and high quality municipal services. Northbrook has a diverse blend of rich history and strong civic-minded leadership, making it a wonderful place to live, work, and play

The Village of Northbrook is looking to fill an IT Support Technician position in the Information Technology Department. Reporting to the CIO, the person in this role will assist Village staff by providing first level support and troubleshooting, and triaging of technology issues with escalation to other IT staff, as needed. Technologies includes desktop and laptop computers, software, tablets and mobile phones, printers and copiers, and other network-attached devices such as scanners. The IT Support Technician will manage incidents and problems within the Village's service desk system and will update solutions and documentation.

Qualified applicants must have knowledge of Microsoft Windows 10 and Microsoft Office. Experience troubleshooting wired/wireless network connectivity and IP telephony phones strongly desired. Candidates should have strong computer and troubleshooting skills and be able to work efficiently, both independently and within a team. The IT Support Technician position requires excellent communication skills, both verbal and written, and the ability to work with a variety of levels of staff with varying degrees of technical expertise. Successful candidates will have one or more years of experience supporting technology solutions with a strong desire to learn more, and an Associates or Bachelors degree in computer science of a related field.

The expected starting pay range for this position is $60,000 - $73,750 DOQ. The Village also offers a comprehensive benefits package, which includes pension (IMRF), health & dental Insurance, life insurance and generous leave benefits.

Applications are available on the Northbrook website www.northbrook.il.us. Interested applicants may apply by emailing a cover letter and resume to hr@northbrook.il.us **with IT Support Technician in the subject field**. Applicants are encouraged to apply by May 16, 2022, but the position will remain open until filled.