



Man-Tra-Con Corporation is working with the City of Marion to fill the following position:

Job Title: Information Systems and Technology Technician II (TS-011221-01)

Location: Marion, Illinois

Salary: TBD, commensurate with experience

Job Description

The City of Marion is seeking candidates for an Information Systems and Technology Technician II position. The City of Marion Information Systems and Technology Technician II position is distinguished from the Information Systems and Technology Technician I job class by seniority, experience and the ability to act with a greater level of independence. Progression into the Information Systems and Technology Technician II level job class is based on the employee's attainment of the qualification standards of the II level, an ability to perform the full scope of the work and meet performance expectations, and the business need for positions at the II level.

Duties and Responsibilities

- Identify, analyze, resolve hardware, software and network-related problems
- Troubleshoot and resolve problems whenever possible
- Troubleshoot mild to complex issues relating to installation, configuration and functional / technical support of software systems
- Proactively provide preventative maintenance; keep abreast of current installed operating systems, application software and computing standards to ensure all versions are up-to-date as recommended by IT Director, Homeland Security and external application vendors
- Install and coordinate repair of a wide variety of computing devices and peripherals on the desktop and attached to network
- Provide Tier II support for applications including Web browsers, email, third party client applications, client/server and Web applications
- Assist with the maintenance of the City of Marion System (GIS) system
- Maintain the asset management program
- Work under the supervision of the IT Director to perform root cause analysis and develop permanent solutions to prevent recurring issues
- Support and Maintain computer image backups and storage
- Participates in long and short range technology planning
- This position will have variable hours, reflecting the needs of the City.
- This is a non-union, hourly, professional position
- Other Duties as assigned

Qualifications

- Experience in desktop and/or network troubleshooting and support
- HP/Dell Servers/Laptops/Desktops/Tablets: user setups and migrations to new equipment/troubleshooting Experience with Windows OS XP/Vista/7/8/10

- Understand Networking Principles (e.g. DNS, DHCP) Understand switches, VPNs & remote access technologies
- Candidate must possess excellent written and verbal communication skills
- Understanding of website development with CMS
- Understanding of Image Cloning

Other Requirements

- Must be able to pass a drug and criminal background test Must have a valid driver's license
- Must be able to lift 50 pounds
- Must be available to work outside normal business hours when necessary

How to Apply

This employment opportunity is available at no cost to you! To apply for this position, please email your resume and cover letter to: TenaStuder@mantracon.org

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