## **EXTERNAL VACANCY NOTICE**

**Position:** **Technology Support Specialist Level 2**

**Apply to:**  Brian Tobin, Director of Technology

Central CUSD 301

P.O. Box 396

Burlington, IL 60109

847-464-6005

**Application deadline:**  June 26, 2019

Applicants should supply the following materials to complete their application:

### Formal application (<http://www.applitrack.com/bcsd301/onlineapp/>)

1. Personal Resume
2. Credentials and recommendations
3. Transcripts if applicable
4. Copy of appropriate certificate(s)

**General Information:**

The Level 2 Support Specialist works with Technology team members to implement and maintain services that are useful and reliable. This individual works primarily through the district helpdesk system to complete work tickets, triage issues, and escalate high priority problems. This position provides proactive and reactive support to all end user district systems. The Level 2 Technology Support Specialist reports to the Director of Technology.

**Experience:**

A Bachelor’s or Associate’s degree is preferred for the Level 2 Support Specialist.

The well qualified candidate will have experience supporting end users in an enterprise class network environment. The ability to assess problems and communicate quickly while under pressure is essential. Education supplemented by specialized computer courses or an equivalent combination of training and experience may be substituted for degree requirements. This position does not require Illinois educator license.

**Work Hours:**

Flexible hours may be necessary to fulfill the responsibilities of this position. Adjustments in daily hours and work days are occasionally needed with little to no advanced notice.

**Compensation:**

Compensation package is regionally competitive with partial Board paid retirement and full individual health benefits. The Technology Support Specialist is a 260 day position.

**Additional Responsibilities:**

The Level 2 Technology Support Specialist will perform other lawful duties and activities as the Superintendent or designee may assign inclusive of data preparation linked to collective bargaining.