VILLAGE OF NORRIDGE

4000 North Olcott Avenue ● Norridge, Illinois 60706-1199
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www.villageofnorridge.com

September 20, 2024

JOB POSTING:

INFORMATION TECHNOLOGY TECHNICIAN

The Village of Norridge is seeking enthusiastic and innovative applicants for the position of IT Technician. Under the supervision of the IT Specialist or his/her designee, the candidate will be responsible for providing support to the Village of Norridge's IT Department, mostly in the Police Department. The applicant must be professional, have the ability to multi-task, prioritize, deal with varying types of requests and be knowledgeable in all aspects of IT. The position does not require supervision of any employees but may at times require oversight of outside consultants and contractors.

Duties and Responsibilities:

- Provide customer service to internal staff and respond to requests.
- Train staff, as needed.
- Troubleshoot IT systems and, at the direction of the IT Specialist, monitor, maintain and upgrade IT systems which includes, but is not limited to hardware, software, printers, email and the phone system.
- Maintain the Arbitrator Squad Car Camera System for programming and connectivity amongst the computers and back-end software. Be able to program, connect, update and trouble-shoot the system.
- Assist in the implementation and maintenance of body worn cameras.
- Maintain inventories of IT equipment.
- Administer and oversee the KnowBe4 security training software program.
- Order and set up mobile devices including mobile phones for Village employees.
- Be on-call to assist the Police Department with any IT-related emergencies.

Qualifications & Requirements:

- Must possess a valid driver's license.
- Successful passing of required pre-employment exams.
- Degree in Computer Science, Information Systems, or a related field preferred, but not required.
- At least 3 years of IT experience in a Windows server environment, including experience with Active Directory, DNS, DHCP and Microsoft Office 365.
- Understanding of various software applications (i.e., Microsoft Products, Aclara, Accela, Springbrook, Third Millennium, Net Motion, SQL Server, Cisco, Cisco Meraki, etc.)
- Must become CJIS certified within 30 days of start date.
- Have a high aptitude for learning new technologies.
- Possess ability to have strong attention to detail.
- Ability to maintain a high level of confidentiality.
- Must be able to multi-task and, at times, work in a stressful environment.

Salary: $65,000-$72,000 +/- DOQ. The position includes excellent benefits: Illinois Municipal Retirement Fund Pension Plan; health, dental, vision, long-term disability and life insurance; vacation time; sick time; paid Holidays.

In order to be considered for the first round of review, please remit your employment application by 5:00 PM, October 11, 2024. Applications will continue to be received and reviewed until the position is filled.

Applications may be mailed or hand delivered to:

Village of Norridge
c/o Joanna Skupien
4000 N. Olcott Ave.
Norridge, IL 60706