



**CURRENT EMPLOYMENT OPPORTUNITIES
WITHIN THE ILLINOIS TOLLWAY**

QUALIFICATION SHEET

This position is currently vacant within the Authority.

The Human Resources Section will accept applications, with resumes from:

November 2, 2009 through November 16, 2009

| <u>DEPARTMENT</u> | <u>POSITION</u> | <u>SALARY</u> |
|------------------------|-----------------------|--------------------------|
| Information Technology | Network Administrator | \$48,500.00/Yr. (G-7) |

To be selected for a position, an applicant must (1) meet the minimum requirements of the job posting, (2) pass a written exam (if applicable), (3) satisfy a background check (which may be extensive), and (4) pass an oral interview, during which the interview will further evaluate the applicants qualifications. (5) Transcripts must be submitted upon candidate processing if the position requires a degree.

Internal Applicants who are current employees must have worked in their current position long enough to pass probation to be eligible to apply for the position. In addition, applicants are also subjected to an internal investigation which includes an evaluation of their work record, safety and discipline records, their performance assessments and time and attendance records (including late starts and early quits) for the preceding 12 months. (Authorized absences will not be included for purposes of assessing whether attendance is satisfactory.)

EDUCATION:

- Bachelors Degree in Computer Science or related field is required.

EXPERIENCE:

- Three (3) to four (4) years IT network support and administration experience in an enterprise environment is required.

THE FOLLOWING SKILLS AND ABILITIES ARE REQUIRED:

- Minimum MCSA Windows 200x Certification is required (MCSE preferred).
- Proficiency and knowledge in several disciplines involved in this position is desired.
- Experience in producing technical reports, analysis and statistical reports using desktop publishing software and IT tools related to this position is desired.
- Incumbent must learn specifics of the Authority’s platform environments.
- 24/7 business operation demands continuous up time require 24x7 availability.
- Continuously changing software and hardware platforms require ongoing training.

Applicants interested in applying for this position can apply in person at our [Downers Grove Office](#) located at 2700 Ogden Ave. between the hours of 8:00 a.m. to 4:30 p.m. Monday through Friday. Applications can also be printed out by clicking on the [Application link](#) and mailed to:

Illinois Tollway – Human Resources
2700 Ogden Ave.
Downers Grove, IL, 60515

All applications must be received by the application deadline indicated on the qualification sheet or Internet site.

POSITION DESCRIPTION

Network Administrator

POSITION PURPOSE:

Maintain, manages, and supports Production Servers, LAN/WAN hardware, software systems and provides technical assistance to systems users and subscribers.

DIMENSIONS:

- 70+ Local & Remote Windows 200x Application, File and Printer Servers
- Network equipment located at all Tollway locations and facilities
- 10/100 Fast Ethernet Network
- 100 Cisco Routers
- 125 Cisco Switches
- Redundant PIX/ASA/Checkpoint Firewalls
- 16 Terabyte Storage Area Network
- DS3 Internet Pipe
- Critical Systems on MS Cluster Server 2003

- Approximate Hardware/Software value \$20,000.000

NATURE AND SCOPE:

This position reports to the Network Support Manager. The incumbent is responsible for assisting with overall network administration, LAN/WAN hardware installation and maintenance, server operating system administration, network monitoring, server hardware installation and maintenance, client/server application support, and web-based application support.

Programs and equipment commonly associated with this position include; HP/Compaq/Dell Network Servers, Cisco switches and routers, fast Ethernet, Gigabit and fiber-optic cabling, Windows 200x Server and Advanced Server/Enterprise operating systems, Exchange 2003/2007 Administration, WINS/DNS/DHCP server maintenance.

Working conditions are normally administrative in nature, but may periodically require employee to adjust conditions to address the technical and project support needs of the Tollway. The incumbent works to meet internal and external customer expectations at all times by fully applying oneself to the task involved, preventing errors, and developing and implementing personal quality improvement projects.

REQUIREMENTS:

Bachelors Degree in Computer Science or related field is required. Minimum MCSA Windows 200x Certification is required (MCSE preferred). Three (3) to four (4) years IT network support and administration experience in an enterprise environment is required. Proficiency and knowledge in several disciplines involved in this position is desired. Experience in producing technical reports, analysis and statistical reports using desktop publishing software and IT tools related to this position is desired.

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PRINIPAL ACCOUNTABILITIES:

1. 20% Provide technical assistance as required for new, existing, proposed, operations and projects. Provide documentation for existing and planned projects.
2. 10% Installs or assists service personnel in installation of hardware and peripheral components on Network servers, following design or installation specifications.
3. 15% Plan, test and deploy specified software packages, such as operating systems and office automation software programs into network equipment.
4. 10% Maintain, manage and monitor infrastructure system server functions to verify correct system operation.
5. 25% Will acct as 2nd and 3rd level support for existing Illinois Tollway production applications. Reviews trouble ticket with client via telephone to diagnose hardware or software problems, and/or operator problems; and recommends or performs remedial actions to correct problems based on knowledge of system operations.
6. 5% Replaces or assists with replacement of defective or inadequate Network software and hardware.
7. 10% Refers major hardware problems to service personnel for correction.
8. 5% attends technical conferences and seminars to keep abreast of new software and hardware product developments.