



ENTERPRISE SYSTEMS ANALYST:

The Enterprise Systems Analyst will support the design, implementation, and maintenance of the agency's technology infrastructure to ensure secure, reliable, and efficient systems operations. The position assists in managing servers, databases, backups, and virtual environments; provides technical support and training to staff; and collaborates on system improvements, data management, and technology optimization across the agency.

Duties/Responsibilities:

Systems Administration and Infrastructure Management

- Maintain and monitor ICCB's existing hardware and software infrastructure, operating systems, virtual machines, and server applications including VMWare/VSphere, SUSE Linux, Windows Server 2022 Data Center, SAS, ColdFusion, and Firebird, MySQL and other database servers. Ensure systems functionality, stability, integrity, and efficiency.
- Keep operating systems, servers, and software upgraded and patched, and support and test systems and software in the department.
- Build, maintain, and monitor Virtual Machine servers and templates using VMWare.
- Administer and maintain the agency's backup and recovery systems using Veeam, Wasabi, and Windows backup tools.
- Install, configure, and maintain hardware and software for end users and provide required internet and intranet services including, but not limited to, browsers, email, and scheduling applications.
- Operate Linux commands to execute job procedures.

Systems Design, Analysis, and Implementation

- Work with supervisor to perform systems analysis, design, and implementation of new infrastructure, hardware/software systems, and data and infrastructure migrations.
- Work with supervisor to plan and implement changes, modifications, or enhancements to existing systems and perform the analysis related to each.
- Work with supervisor to design, implement, maintain, and document workflows, procedures, and solutions for optimizing systems and software within the department.

Data and Reporting Support

- Assist in supporting the agency's data pipelines from outside sources and assist staff with in-house reports using SQL.

Documentation, Knowledge Management, and Research

- Assist in maintaining the department's institutional knowledge, including documentation, licenses, credentials, and records pertaining to the department's infrastructure.



- Research new technologies to optimize and improve current workflows, systems, and software.

End User and Technical Support

- Provide training, assistance, and help desk support to ICCB staff, contracted workers, interns, and outside entities, including hardware and software training.

Other Responsibilities:

- Perform other duties as assigned, which may include occasional travel.

Minimum Qualifications:

- High school diploma or equivalent.
- Any one or any combination totaling two (2) years (24 months) from the following categories:
 - College coursework which includes Information Technology (IT), IT Management, Programming, IT systems, or a closely related discipline, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals one (1) year (12 months)
 - Associate's degree (60 semester hours) equals eighteen months (18 months)
 - 90 semester hours equals two (2) years (24 months)
 - Bachelor's Degree (120 semester hours) equals three (3) years (36 months)
 - Work experience in IT-related functions, such as hardware/software support, programming, network design, network engineering, IT systems integration, or closely related field.

Additional Desirable Qualifications:

- Bachelor's degree in a field related to computer science, information systems, data processing systems or management sciences.
- Experience with IT change management processes and procedures, and project management methodologies and tools.
- Industry-recognized certifications in systems administration and related technologies, such as CompTIA (e.g., A+, Network+, Security+), Microsoft (e.g., MCSA, Azure Administrator), and VMware. Experience working in a supervised technical environment with established approval processes.
- Experience with Illinois Community College system.
- Ability to work collaboratively with supervisors and follow established approval processes.
- Strong documentation skills and attention to detail.
- Effective communication with both technical and non-technical staff.



- Ability to prioritize tasks and meet established deadlines.
- Problem-solving and user support skills.

Salary and Benefits:

- Salary range: \$64,625.00 - \$68,625.00 /year
- State Competitive Employee Benefits ([FY 2026 Benefit Choice - State Employees Group Insurance Program](#))
- Be Well Illinois: [Be Well Illinois](#)
- State University Retirement System: [SURS In Brief.pdf](#)

Required Applicant Documents:

- Resume
- Cover Letter
- Illinois Community College Board application ([APPLICATION FOR EMPLOYMENT](#))

Please Note: These documents are required to be submitted via email to iccb.careers@illinois.gov to complete the application process.

Optional Applicant Documents:

- Transcripts
- DD-214 - To be eligible for Veteran's Preference points on the exam, appropriate military service documentation such as a DD-214 must be submitted prior to the application deadline.

Special Instructions for Applicants:

Please fully complete the entire application including, but not limited to, the education and work history portions. Be specific on your work history, including employment dates and duties for all positions held. Please do not put "see resume" in the duties and responsibilities section of the work history. This will be considered an incomplete application and incomplete applications will not be considered.

The Civil Service examination for this classification is based on your application materials and responses to the supplemental questions. No participation other than submission of applicant materials are required from applicants that qualify to take the exam. If you meet the minimum required qualifications for this position, you will receive a score calculated based on your education and experience, and your name will be placed on the active employment register by exam score. After the application deadline, the names within the top three scores will be referred to the department for interview. Register will be cleared after position is filled.

401 East Capitol Avenue • Springfield, Illinois 62701 • (217) 785-0123 • www.iccb.org

State Universities Civil Service System Title: Information Technology Technical Associate (5031)



Important Information for Applicants:

This position requires a criminal background investigation and, if applicable, an employment history review. Any offer of employment is contingent upon successfully passing these checks. Employment may not commence until the results of the background investigation have been reviewed and approved by Human Resources.

The ICCB is an Equal Opportunity/Affirmative Action Employer. Minorities, women, veterans, and individuals with disabilities are encouraged to apply.