RESEARCH PROGRAMMER
Carl R. Woese Institute for Genomic Biology
University of Illinois at Urbana-Champaign
Search Extended

Duties and Responsibilities: Provide advice, consulting and technical support within the IGB; understand the research, business, and learning environments of different themes; determine the best fit of available IT services for the needs of different themes; specifying, acquiring and adapting technological solutions to unique theme requirements; and provide ongoing technical support. Support both Windows-based, and Macintosh-based systems in an enterprise infrastructure environment; and deploy and maintain various types of endpoints including servers, desktops, laptops, tablets, mobile devices and printers. Assist in planning, research, purchasing, and installation of future systems and products (hardware/software deployment). Assist units in establishing the unique technological needs for their learning and research environment. Analyze, develop, and apply selected IT services to research activities involving the storage, transmission, and processing of data. Apply technology to increase the effectiveness of faculty research, learning and teaching. Consult with faculty and staff on installation and use of software applications which also interface with or utilize network connections. Advise on use of varied computing and communications technology. Participate in cross-functional teams with limited authority for final decision making. Help users find tools, software, and resources to meet their needs. Solve IT problems with limited supervision. Write documentation as required. Provide weekly status reports on projects. Advocate for faculty, staff, and students in the creation of services to ensure an excellent end user experience. Ensure excellent customer service throughout the IT group and resolve customer satisfaction issues.

Qualifications: Required qualifications: A bachelor's degree; one year of related experience and expertise with UNIX, Windows and Macintosh operating systems; experience with systems on TCP/IP networks; computing hardware aptitude; demonstrated ability in effective communication and collaborating in a high performance team environment; commitment to customer service; and experience with participating in diverse workgroups. Desired qualifications include Master's degree and experience with: administering TCP/IP networks; diagnosing network problems and maintaining network security; administering Windows, Macintosh, or Linux workstations; conducting training; and managing support staff or facilities.

Salary will be commensurate with experience and qualifications. This position is a 12-month, 100% time academic professional appointment with regular University benefits. The proposed starting date is negotiable after the close date.

Please create your candidate profile at http://jobs.illinois.edu and upload your letter of interest (including email address), resume and contact information for three professional letters of reference by **October 10, 2016**. Applicants may be interviewed before the closing date; however, no hiring decision will be made until after that date. All requested information must be submitted for your application to be considered. For further information regarding the application procedures, you may contact Kim Johnson, kljohns@illinois.edu.

The University of Illinois conducts criminal background checks on all job candidates upon acceptance of a contingent offer.

Illinois is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, status as a qualified individual with a disability, or criminal conviction history. Illinois welcomes individuals with diverse backgrounds, experiences, and ideas who embrace and value diversity and inclusivity. (www.inclusiveillinois.illinois.edu).