

POSITION POSTING

User Support Specialist

Opening date:
9/13/2016

Closing date:
9/27/2016

Number of vacancies: 2

Salary:

\$2,916.67.00 - \$3,416.67 Monthly

NOTE: Salary amounts shown are only to be used as a guide; actual salary will be determined at the time of hire.

The Executive Ethics Commission (EEC) of the State of Illinois seeks applicants for the position of User Support Specialist with the Chief Procurement Office (CPO) for General Services.

The EEC is a nine-member commission. Five commissioners are appointed by the Governor, and one commissioner each is appointed from the Attorney General, Secretary of State, Comptroller, and Treasurer. The Commission promotes ethics in public service and ensures that the State's business is conducted with efficiency, transparency, fairness, and integrity by facilitating compliance, implementation, and enforcement of the State Officials and Employee Ethics Act. The Commission also provides independent oversight of the procurement process. The talented and dedicated staff of the Chief Procurement Office for General Services ensures that the more than \$7 billion in procurements under its jurisdiction are fair, transparent, accountable, and in the best interest of the State.

The User Support Specialist reports to the Procurement Systems Manager and works with the public on a daily basis. This role is responsible for providing support to vendors, employees, and other users regarding registration for and use of procurement systems including BidBuy and Illinois Procurement Gateway (IPG). This position will have the opportunity to be part of an expert team that is leading the implementation of modern, effective and skillful procurement systems for the State of Illinois. The user support specialist will work with procurement staff, representatives from other state agencies, agency subdivisions, and vendors to answer questions, resolve issues, and provide information about the BidBuy and Illinois Procurement Gateway systems, Joint Purchasing Program, and Small Business Set-Aside Program.

Responsibilities of the User Support Specialist include:

- Confers with vendors, procurement staff, agency representatives, and other users by phone, email, or in person to provide information about services, policies, and procedures for registration and use of BidBuy and the Illinois Procurement Gateway.
- Provides daily support of BidBuy and Illinois Procurement Gateway systems by answering telephones, directing calls, taking messages, responding to inquiries, and resolving problems regarding BidBuy and Illinois Procurement Gateway registration and use.
- Applies general knowledge of BidBuy, Illinois Procurement Gateway, Joint Purchasing Program, and Small Business Set Aside Program and system rules and requirements. Communicates with vendors, procurement staff, agency representatives, and other users in a professional manner to provide timely notice of issues and to explain or clarify processes, procedures, or rules.
- Exercises judgment in conducting BidBuy, Illinois Procurement Gateway, Joint Purchasing Program, and Small Business Set Aside Program application review. As part of vendor application review, validates information submitted by vendors by accessing and selecting multiple informational sources, contacting vendors, or using other sources to obtain missing information or to correct information. Completes review by ensuring submitted information adheres to established requirements, and accepts, returns, or denies applications providing comments and flagging sections for follow up as needed.
- Applies established procedures and standards to maintain and update vendor registration for BidBuy, Illinois Procurement Gateway, Joint Purchasing Program and Small Business Set Aside Program.



- Identifies need for technical assistance to help in problem resolution; escalates problems to appropriate manager as needed.
- Refers unresolved issues to the appropriate contact per BidBuy, Illinois Procurement Gateway, Joint Purchasing Program and Small Business Set Aside Program procedures. Reviews and maintains a pending system to ensure that follow up is completed and that appropriate changes are made to resolve users' problems. Provides quality assurance through random checks of vendor applications.

Minimum Requirements:

To become a part of this energetic and exceptional organization the User Support Specialist must possess the following qualifications and skills:

Essential

- Requires knowledge, skill, and development equivalent to two years of college and one year of office experience, or completion of high school and three years of office experience, or three years of independent business experience.
- Requires knowledge of administrative and office procedures such as word processing, managing files and records, and use of office technology including printer, scanner, fax, and copier.
- Requires working knowledge of the use of computer and desktop software, including Microsoft Windows and Microsoft Office Suite.
- Ability to operate multi-line phone system.
- Skilled at providing knowledgeable and effective customer service.
- Must possess clear verbal and written communication skills to present ideas that are easy to understand.
- Must be able to appropriately tailor delivery of information to intended audience.
- Skilled at providing full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Requires ability to talk to others to convey information effectively.
- Requires ability to understand and apply written instructions and procedures.
- Requires ability to exercise judgment and discretion in application of policies and procedures.
- Must be able to identify complex problems and review related information to evaluate options and implement solutions.

Preferences

- At least two years of experience in a public sector position, preferably with State government.
- A working knowledge of the functions of state government and of the character of relationships between the executive branch with the other branches, and between the executive branch, legislature, and other state entities.
- Knowledge of the State of Illinois Procurement Code.
- Knowledge of the Illinois Small Business Set Aside program.

Office Information

The User Support Specialist works in a collaborative environment. Successful members of this team are energetic, positive, and actively look for ways to help others. This position will interact with the public via email, telephone, and in person. The work location is an office setting, requiring business casual or business dress attire.

Address: 401 South Spring Street, William Stratton Building,
Springfield, Illinois 62706

Work hours: This is a full-time position with a work week consisting of 37 ½ hours per work during normal business hours.

Benefits: This position is eligible to be a member of the State of Illinois Group Insurance program with generous health, dental, vision, and life insurance coverage options. Additionally, this position will earn 12 paid sick days per calendar year, a minimum of 10 paid vacation days per calendar year, 3 paid personal days per calendar year, and 12 paid state holidays per calendar year, prorated based on start date.

This is a non-code position. This position is not subject to collective bargaining and does not require a current grade from Central Management Services.

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Agency Contact: Executive Ethics Commission
Human Resources Office
401 South Spring Street, William Stratton Building, Room 515
Springfield, Illinois 62706

How to Apply

Applicants should send the following to the address above by **4:30pm on Tuesday, September 27, 2016:**

- A cover letter identifying the title of the position for which you are applying, explaining how your training, experience, and/or coursework qualify you for this position, and identifying how you learned of this position, and
- A detailed resume.

Applicants may also submit required information via email to Rebecca.Shuster@illinois.gov.

The Executive Ethics Commission is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.

In compliance with the Americans with Disabilities Act and the Illinois Human Rights Act, State agencies must ensure that the employment process is accessible to persons with disabilities. Specifically, these laws require that the State provide reasonable accommodations upon request by individuals participating in all steps of the employment process. Please contact the Human Resources Office with requests for reasonable accommodations.

The Equal Employment Opportunity / American with Disabilities Act Officer is responsible for ensuring compliance with these laws. Any issues or concerns should be addressed to the EEO/ADA Officer at 401 S. Spring St, Room 515, Springfield, Illinois, 62706, or by calling (217) 558-1393.