



About the Cook County Pension Fund – Provides retirement, survivor, retiree health and disability benefits to employees and retirees of Cook County and the Forest Preserve District. We are interested in providing great service to our members and offer a professional work environment where our employees have development opportunities to grow and learn. Please connect to learn more about us at cookcountypension.com.

Position Overview: Systems Administrator:

The Cook County Pension Fund seeks a capable Systems Administrator primarily responsible for providing maintenance and support for the organization's end users and servers, workstations, including notebooks, printers and network as well as provide support beyond workstations. The Systems Administrator will identify methods, solutions and provide project leadership to deliver a high level of service to trustees and staff. This position requires teamwork, customer service skills and a high level of attention to detail. This position would also cross-train across the IT department in order to have complete transparency in all aspects of IT. In a small IT team, the role wears many hats.

Duties and Responsibilities:

The Systems Administrator supports the Fund's systems, network, end users and desktop functions ensuring optimal performance, security and useability. The administrator needs to have knowledge of Microsoft operating systems, Intune, Entra ID, networking and applications, as well as hardware and software troubleshooting. Most importantly, a successful candidate must have a drive to learn, adapt and problem-solve as well as support trustees and staff when needed.

The following are the main focus areas of the position:

- Must have a strong appreciation for Information Security.
- Supports the day-to-day operations of the computers by monitoring performance, configuration, maintenance and repair. Ensure that records of system downtime and equipment inventory are properly maintained. Applies revisions to system firmware and software. Works with vendors to assist support activities.
- Provide end user support, resolving technical issues and provides technical assistance for all Operating Systems. This is a customer service job before anything else.
- Performs troubleshooting as required. As such, leads problem-solving efforts as well as maintains documentation and escalation when necessary.
- Setup new hires/departures with equipment and appropriate access to the company's systems
- Supports guidelines and methods for the installation and management of the computer operating systems and other components.
- Implements, installs, configures, monitors, troubleshoots and evaluates existing and new

County Employees' and Officers' Annuity and Benefit Fund of Cook County

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operating systems and hardware/software (desktops/laptops/monitors/servers/software)

- Develops, in conjunction with senior staff, procedures, programs and documentation for backup and restoration of operating systems and applications.
- Manages the data center and computer host systems including hardware, software and licensing
- Stays current with technological developments in systems administration technology and recommends ways for the Fund to take advantage of new technology.

This position may perform all or some of the responsibilities above and all positions perform other related duties as assigned.

Requirements:

- Education: Bachelor's Degree in Computer Science, Information Technology or related experience may be substituted for degree.
- Experience: At least 5 years supporting end users and providing technical assistance and resolving technical issues in a Windows/Active Directory environment
- Experience in diagnosing complex technical issues
- Experience in troubleshooting network, server and operating systems.
- Must have great customer service skills
- Scheduled night and weekend work may be required
- Moderate lifting

Skills – Must Have:

- Customer Service – Repeated for emphasis
- Proficient in Microsoft (M365, Server, Win11/Win10)
- Proficient in resolving printer issues.
- Basic networking knowledge and skills
- Knowledge of Backup Utilities and Restoration
- Some general knowledge of Disaster Recovery
- Sound judgement
- Identify and resolve problems quickly and efficiently
- Troubleshooting/problem solving
- Adaptability
- Patience and a sense of humor required. You will be supporting non-technical staff.
- Knowledge of virtualization
- Intune
- Entra ID
- SharePoint

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Skills – Preferred/Desired:

- Familiarity with CentralPoint or other Workflow product
- Prior government work experience
- Some project management experienceHCI (Nutanix/Scale/Etc.)

Additional Information:

Work Location: 70 West Madison, Suite 1925 Chicago, IL 60602

Compensation Range: \$80,000 - \$100,000

How to Apply: Please submit resume and cover letter to:

careers@countypension.com

This position will remain open until filed and applications will be reviewed as received