



**ILLINOIS
EDUCATION
ASSOCIATION**
www.ieane.org

VACANCY NOTICE

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August 13, 2026

PLEASE POST

COMPUTER SERVICES PARAPROFESSIONAL Springfield, Illinois

DEADLINE FOR INTERNAL APPLICATIONS: August 27, 2026

EFFECTIVE DATE: To Be Determined

HOW TO APPLY: Candidates should submit resume and application materials by using the following links: [Internal Candidates Apply Here](#) and [External Candidates Apply Here](#)

INTERVIEWS: Selected candidates will be interviewed at a location determined by the IEA-NEA.

STAFF AUTHORITY AND RELATIONSHIPS: Directly responsible to the Director of Program Development and the Executive Director.

POSITION DESCRIPTION: To support IEA's comprehensive computer services program.

RESPONSIBILITIES:

1. Assists professional staff in tracking and configuring IEA computers.
2. Provides support and resolves help desk problems for users.
3. Assists with resolving hardware issues in field offices as needed.
4. Assists with software installation and updates as needed.
5. Assists in gathering information/research on cybersecurity issues to aid in IEA Cybersecurity Plan designing and updating.
6. Gathers information and conducts independent research on trends of recurring problems and incorporates into disaster recovery plans.
7. Assesses computer hardware failures and completes hardware training, with IEA support, to streamline warranty replacement processes when applicable.
8. Coordinates the removal and installation of office copiers including tracking expiration dates and obtaining contracts for signature by the department director.
9. Assists in providing technical support for virtual and in-person meetings/events as needed.
10. Assists in maintaining IEA license lists for virtual platforms as needed.

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(Continued)

RESPONSIBILITIES: (Continued)

11. Demonstrates a commitment to valuing diversity, contributing to an inclusive working environment, and applies an equity lens.
12. Works, plans, and collaborates as part of a team.
13. Demonstrates in-depth problem solving and analysis skills.
14. Demonstrates high level organization skills.
15. Works independently to accomplish the duties listed in the job description and the assigned components of the plan developed by the team.
16. Assists in planning and promotion of IEA-NEA programs, initiatives and policies.
17. Gathers, organizes and submits data so that IEA-NEA programs and policies can be implemented and maintained.
18. Demonstrates a high degree of interpersonal, oral and written communication skills.
19. Performs other appropriate duties as assigned by manager.

QUALIFICATIONS:

- Minimum high school diploma or college coursework with focus on computers or computer field desirable;
- Above average ability in typing, spelling, composition, and math skills;
- Capable of efficiently handling telephone and electronic requests;
- Ability to work independently and in a team environment;
- Knowledge and ability to perform basic office accounting functions;
- Extensive knowledge of computer technology including but not limited to Microsoft products including Microsoft Windows, Office, and Teams;
- Good written and oral communication skills;
- Capable of dealing effectively on an interpersonal basis with staff, leaders and members;
- Willingness to travel throughout the state;
- Valid driver's license required.

SALARY AND BENEFITS:

Internal candidates: In conformance with the IEA-NEA/IEASO Associate Staff Contract.

External candidates: Salary range - \$21.06 per hour to \$31.87 per hour; a benefits summary can be found at <https://ieanea.org/about/employment/> under Salary & Benefit Summaries, Associate Staff - Grade 3.

**IEA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER AND
ENCOURAGES WOMEN, MINORITIES, AND PERSONS WITH DISABILITIES TO
APPLY.**