

**MARYLAND GENERAL ASSEMBLY
DEPARTMENT OF LEGISLATIVE SERVICES**

**Office of Operations and Support Services
Office of Information Systems**

**RECRUITMENT NOTICE
UPDATED**

Position: Technical Support Analyst (IS Technical Analyst/Engineer I)
Regular, Full-Time Position

Salary: \$44,000 - \$60,000, commensurate with experience

Principal Duties:

- Provide technical assistance and support for issues related to computer systems, software and hardware.
- Perform annual hardware and software upgrades in a team environment and independently.
- Identify technical problems with local area networks and wireless connections.
- Effectively troubleshoot local and network printers.
- Diagnose, troubleshoot, and resolve technical issues in person, over the phone, or remotely in a timely manner.
- Utilize Help Desk Management Application to track calls, tickets, and inventory.
- Lift, unpack, pickup standard desktops, laptops, printers and associated hardware and deliver to DLS offices within the complex.
- Assist with special projects as needed.

Qualifications:

- Bachelor's Degree from an accredited college or university in Computer Information Technology, Computer Science, Management Information Systems or other information technology related field.
- Excellent communication and customer service skills necessary to assist non-technical users with computer systems and applications.
- Working knowledge of Microsoft Windows 10, Microsoft Office 2013 (Word, Excel, and Outlook).
- CompTIA A+ certification preferred; if not, must complete within one year of hire date.
- Available to work overtime as required to meet legislative deadlines.

Areas of Opportunity:

Office is located in beautiful historic Annapolis downtown area; new and exciting projects; excellent working environment with opportunity to be involved in implementation of new technologies in a Microsoft Windows environment.

Resumes that do not meet the requirements above will not be considered.

SEND RESUME AND LETTER OF INTEREST TO:

Department of Legislative Services

Human Resources Office

90 State Circle, Room 311

Annapolis, MD 21401-1991

FAX 410-946-5140 or 301-970-5140

e-mail: jobs@mlis.state.md.us Website: <http://dls.maryland.gov/>

Code 03/20W is (Required On All Resumes)