MARYLAND GENERAL ASSEMBLY
DEPARTMENT OF LEGISLATIVE SERVICES
RECRUITMENT NOTICE

Position: Information Technology Engineer, regular, full-time
Office of Legislative Audits (OLA)
Located at the Warehouse at Camden Yards

Salary: $68,000 - $88,000 (IS Technical Support Analyst / Engineer) - commensurate with experience

Position Summary: Provide supervised technical assistance administering OLA's entire information systems operations including the local area network, cloud-based services, hosted firewall, and audio-visual operations; also provide technical support for OLA's audit and administrative functions.

Team Member Benefits: [For More Information Click Here](#)

Principal Duties:
- Assist in support of Active Directory, Microsoft Exchange, a Microsoft-based physical and virtual server environment with custom OLA applications, Microsoft Office365, and multi-factor authentication and malware protection software.
- Provide technical assistance, training, and support for computer systems, operating systems software and hardware, and backup operations.
- Perform software and hardware upgrades in a team environment and independently.
- Identify technical problems with local area networks, cloud, and wireless connections.
- Diagnose, troubleshoot, and resolve technical issues in person, over the phone, or remotely in a timely manner.
- Lift, unpack, pickup standard desktops, laptops, printers and associated hardware as required.
- Assist with special projects as needed.

Qualifications:

Required
- Bachelor's degree from an accredited college or university in computer information technology, computer science, management information systems, or a related information technology field graduating no later than May 2022

Desired
- 2-3 years of experience supporting MS Windows environment, working with Windows Server Operating Systems, administrating Windows Users and Computers in Active Directory, and administrating Microsoft Exchange mailboxes and public folders
- 1-2 years of experience working with Microsoft Office365 cloud services
- Excellent communication and customer service skills necessary to assist all user levels with computer systems and applications
- Working knowledge of Microsoft Windows 10 and Microsoft Office 2016 software suite
- CompTIA Network+ certification

Send resume and unofficial transcripts to:
Office of Legislative Audits
Email: jobs@ola.state.md.us