

**MARYLAND GENERAL ASSEMBLY
DEPARTMENT OF LEGISLATIVE SERVICES**

RECRUITMENT NOTICE

Department: Office of Operations and Support Services (OOSS), Office of Information Systems (OIS)

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

Salary: \$45,000 - \$64,000

Application Deadline: Open Until Filled

Team Member Benefits: [Click Here to Learn More](#)

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, Microsoft Office Suite (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.

To Apply:

Email Resume and Cover Letter: jobs@mlis.state.md.us and include code 07-22.

Website: <http://mgaleg.maryland.gov>

The Department of Legislative Services is an equal employment opportunity employer and will not discriminate against any employee or applicant for employment in a manner that violates law, regulation, or legislative policy.

March 29, 2022