

**MARYLAND GENERAL ASSEMBLY
DEPARTMENT OF LEGISLATIVE SERVICES
RECRUITMENT NOTICE**

Position: Technical Support Analyst
Information Technology Office (ITO)
Office of Operations and Support Services (OOSS)

Salary: \$58,000 - \$70,000 based on experience and qualifications.

Application Deadline: December 23, 2025

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 required
- 4 years of experience working on technical support related principal duties listed above may be substituted for education requirement
- Excellent communication and customer service skills necessary to assist non-technical users with computer systems and applications
- Working knowledge of Microsoft Windows 11 and Microsoft Office 365
- 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 to jobs@mga.maryland.gov and include code 11-25. The cover letter should state the reasons for interest in the position, any relevant experience, and availability to begin work.

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

December 9, 2025

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