

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

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

Salary: \$55,000 - \$70,000 based on experience and qualifications.

Application Deadline: November 26, 2024

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.
- 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.

To Apply:

Email Resume and Cover Letter to jobs@mllis.state.md.us and include code 24-22. 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>

November 12, 2024

The Department of Legislative Services is an equal employment opportunity employer and does not discriminate based on race, religion, color, sex, gender identity or expression, sexual orientation, age disability, national origin, veteran status, or any other basis covered by appropriate law, regulation, or legislative policy. Research suggests that qualified women, Black Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.