MARYLAND GENERAL ASSEMBLY
DEPARTMENT OF LEGISLATIVE SERVICES

RECRUITMENT NOTICE

Position(s): IT Engineer (IS Analyst/Engineer I) Information Technology Office (ITO)
Office of Operations and Support Services (OOSS)
Salary: $65,000 - $90,000 based on experience and qualifications
Application Deadline: November 22, 2026
Team Member Benefits: Click Here to Learn More

Position Summary:
The IT Engineer assists with the administration, maintenance, and support of the Office of Legislative Audit's (OLA) information systems environment. This role supports local and cloud-based infrastructure, security, audio-visual systems, and end-user computing while providing reliable technical support for audit and administrative staff. The position requires work onsite at Camden Yard- Baltimore, occasional field visits, and limited remote support.

Principal Duties:
- Assist in the administration and maintenance of OLA's local area network (LAN), cloud-based services, hosted firewall, and audio-visual systems.
- Support Active Directory, Microsoft Exchange Online, Microsoft Office 365, and Multi-Factor Authentication (MFA), including user accounts, permissions, and service settings.
- Assist in maintaining Microsoft Windows Server environments, including Hyper-V virtualization, physical and virtual servers, and custom OLA applications.
- Perform installation, configuration, and maintenance of operating systems, software updates, antivirus/malware protection, and endpoint security tools.
- Conduct onsite and remote troubleshooting of server, network, hardware, and software issues; document incidents and resolutions in a timely manner.
- Support printers, desktops, laptops, peripherals, and mobile devices, including setup, upgrades, and replacements.
- Assist with network backups, ensuring secure storage and offsite retention of critical data.
- Maintain and support OLA audio-visual operations for meetings, hearings, and office functions.
- Maintain confidentiality as required and appropriate.
- Keep the IT Manager informed of the status and health of office networks, data center systems, internet connectivity, and State of Maryland intranet (SWGI) connections.
- Assist with planning, scoping, designing, cost-estimating, and implementing IT initiatives and system improvements.
- Provide technical guidance and training to OLA audit and administrative staff on hardware, software, and applications.
- Review technical documentation and participate in training, workshops, and professional development to stay current with evolving technologies.
- Communicate effectively with staff, vendors, and service providers, maintaining a professional and cooperative working relationship.
- Perform limited hardware lifting, unpacking, and installation of standard IT equipment.

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.

- Complete assigned duties within established timeframes and meet operational deadlines.

Qualifications:

- Bachelor's degree from an accredited college or university in Computer Science, Computer Information Technology, Management Information Systems, or a related field.
- 1 year (preferred qualification: 2 years) of experience supporting Microsoft Windows environments in a professional setting.
- 1 year (preferred qualification: 2 years) of experience administering Windows Server, Active Directory, Microsoft Exchange Online, and Microsoft Office 365.
- Working knowledge of LAN/WAN networking, cloud services, virtualization, endpoint security, and audio-visual systems.
- Strong troubleshooting, documentation, and customer service skills, with the ability to support users at all organizational levels.
- CompTIA Network+ certification or equivalent knowledge preferred.

To Apply:

Email Resume and Cover Letter to jobs@mlis.state.md.us and include code 18-26. The cover letter should state the reasons for interest in the position, any relevant experience, and availability to begin work.

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.