

**MARYLAND GENERAL ASSEMBLY
DEPARTMENT OF LEGISLATIVE SERVICES**

RECRUITMENT NOTICE

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

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

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 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@mlis.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.

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.