



Colorado Legislative Council Staff

EMPLOYMENT OPPORTUNITY Colorado General Assembly

Room 029 State Capitol, Denver, CO 80203-1784

(303) 866-3521

lis.ga@state.co.us • leg.colorado.gov/lcs

November 2021

Hiring for Position: IT Support Analyst

About Legislative Council

Colorado Legislative Council Staff, is the nonpartisan research agency of the Colorado General Assembly, the legislative branch of the State of Colorado. Legislative Information Services, the IT team within Legislative Council Staff, is responsible for developing, maintaining and supporting all information and technology systems used by legislators and legislative staff.

About the Position

We're seeking a candidate with IT Tier 0 and Tier 1 helpdesk tech support skills to be a part of our IT Support team. As a team member, you will make an impact on the future of legislative engagement in the Colorado community by providing technical support to ensure continuous operation of all IT related assets and services for our diverse professional customer base.. Within this unique organization you will experience challenging work while directly contributing to the betterment of Colorado.

The Colorado General Assembly is a small but high-profile state government department with approximately 500 users including 100 legislators. LIS provides tech support to all users who use mainly Windows laptops and iPads with some exceptions. Audio-Video support is also provided by the team.

This is a full-time, salaried state employment, onsite position with limited work from home options. You must be authorized to work in the US. Persons seeking contract positions or visa sponsorship need not apply.

Salary and Benefits

The salary range is \$50,000-\$65,000, plus a comprehensive benefits package that includes Public Employees Retirement Association plans; health and dental insurance; short-term disability; paid holidays, vacation, and sick leave; and optional FSA and HSA accounts.

Our generous and flexible leave policies include a minimum of 3 weeks of annual leave, 10 annual paid holidays, sick leave, flexible work schedules during the legislative interim and a generous comp time policy.

About You

You must have worked in the IT tech support world for at least 5 years and have relevant experience.

You shall demonstrate the following traits:

- Demonstrate exceptional technical competency and be extremely customer service oriented
- Wide-range of problem-solving skills, as well as an ability to work with end-users at all levels of the organization

- Professional phone and desk-side etiquette
- Excellent verbal and written communication skills
- Effective time management and ability to prioritize a high volume workload while multitasking across multiple tasks
- Strong technical aptitude, with initiative and willingness to learn and work on new technology and assignments
- Proactive, independent and collaborative working style with minimal supervision
- Take ownership of and be accountable for tasks, issues and projects
- Work well with team members and be able to handle disagreements amicably

Your tasks and responsibilities:

- Provide excellent technical support
- Field incoming helpdesk calls and assist with dispatching, assigning staff and call resolution
- Proactively troubleshoot issues to isolate and diagnose potential hardware/software problems
- Analyze, log, track and resolve software/hardware issues
- Effectively document customer service calls
- Assist with remote meeting troubleshooting, staffing, and setup
- Assist with defining and following processes for an IT help desk and support operation
- Assist in imaging and deployment of new and existing hardware
- Work on various projects as assigned when not providing customer support

Technical Skills/Knowledge you possess:

- Have strong technical skills as 1st line helpdesk support in areas such as:
 - PC hardware troubleshooting
 - Basic networking
 - Common peripherals
 - Microsoft applications including but not limited to Office suite
 - Mail applications
 - Operating systems (primarily Windows but limited Mac, iOS and Android)
 - Business applications
- Email support skills (preferably HCL Notes)
- 3 or more years of operations experience in a production IT environment.
- Strong documentation skills
- Experience building and deploying images

Other Skills (nice to have):

- Help Desk software such as BMC Track-It
- Hardware imaging with MDT, Acronis, Norton Ghost, or SCCM
- IBM/HCL Notes knowledge
- Anti-Virus such as Defender, Crowd Strike
- Corel Word Perfect
- Mobile devices and tablets (iOS, Android)
- Basic macro scripting experience
- A/V - Audio Video systems
- Patch Management with software similar to PDQ
- Remote PC Support using tools similar to Team Viewer
- Certifications: COMPTIA A+, Network+, Security+, etc.

To Apply

Please send your application to: lis.ga@state.co.us

Subject: Application for IT Support Analyst

In order to be considered for the position your application must be received by November 30, 2021 and include:

- Resume
- Cover letter
- Salary requirements

A list of three professional references will be required during the interview process.

Legislative Council Staff is an equal opportunity employer. We are committed to increasing the diversity of our staff. Therefore, we encourage responses from people of diverse backgrounds and abilities.

Additional Information about Legislative Council Staff can be found at <http://leg.colorado.gov/lcs>.