



Legislative Council Staff

Nonpartisan Services for Colorado's Legislature

Employment Opportunity with the Colorado General Assembly

IT Support Analyst

About Legislative Council Staff

Colorado Legislative Council Staff (LCS), is the nonpartisan research agency of the Colorado General Assembly, the legislative branch of the State of Colorado. Legislative Information Services (LIS), the technology team within Legislative Council Staff, is responsible for developing, maintaining and securing all information and technology systems for legislators and legislative staff.

Legislative Council Staff is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. We are committed to increasing the diversity of our staff; therefore, we encourage responses from people of diverse backgrounds and abilities.

When you join LCS, you can expect:

- to fill a vital role in supporting Colorado's lawmakers to serve our state and uphold the democratic process;
- to join a supportive and collegial culture that is driven by our shared mission, vision, and values;
- to work for an organization committed to balancing our important work for the state legislature with employees' lives outside of work;
- to be supported in your continual professional development and growth; and
- to work for an organization that recognizes the unique talents, backgrounds, and contributions of our individual employees.

Additional information about Legislative Council Staff can be found at:

<http://leg.colorado.gov/agencies/legislative-council-staff>.



About the Position

We're seeking an experienced IT Support Analyst with strong customer service skills to be a part of our existing Information Technology Support team. This position's role is to provide tier 0 and tier 1 IT helpdesk support to the Colorado State Legislature. As a team member, you will make an impact on the future of legislative engagement in the Colorado community by providing technical expertise to ensure continuous operation of critical IT services for our diverse professional customer base.

The Colorado General Assembly is a small but high-profile state government department with approximately five hundred users including one hundred legislators. LIS provides computing, network and storage technology infrastructure, applications and systems support to all legislative staff, legislators, and others in the Capitol building. Within this unique organization you will experience challenging work while directly contributing to the betterment of Colorado.

Employment type, work authorization and remote work. This is a full-time, salaried state employment, hybrid position with onsite and work from home options. You must be authorized to work in the US. Persons seeking contract positions, full time remote or visa sponsorship need not apply. Pursuant to the Colorado constitution, legislative employees, including this position, are not part of the state personnel system.

Salary and benefits. The salary range for this position is **\$50,000 to \$60,000** per year, with salary level within this range commensurate with education and experience. Legislative Council Staff employees are not members of the state personnel system.

Legislative Council Staff is committed to providing employees with a strong and competitive benefits package that supports you, your health, and your family. Our benefits package includes:

- *PERA retirement benefits*, including the PERA Defined Benefit Plan or PERA Defined Contribution Plan, plus optional 401K and 457 plans;
- *Medical, dental, and vision* insurance coverage;
- Automatic short-term and optional long-term *disability coverage*;
- *Life and AD&D insurance*;
- *Flexible Spending Accounts (FSAs)*;
- A variety of discounts on services and products available through the State of Colorado's *Work-Life Employment Discount Program*; and
- *Credit Union of Colorado* membership eligibility.



Our generous and flexible leave policies include:

- A minimum of three weeks of annual leave, based on tenure, and accrued on a monthly basis;
- Eleven annual paid holidays;
- Sick leave;
- Flexible work schedules during the legislative interim; and
- A generous compensation time policy.

About You

Education and experience requirements. Your educational background is a Bachelor's degree from an accredited university or equivalent relevant technical work experience. You should have at least 3 years of demonstrable experience in an IT support environment.

Traits. You shall demonstrate the following traits:

- Exceptional technical competency and be customer service oriented;
- Solid technical and business problem solving skills;
- Team player able to work with immediate and extended team members and users at all levels;
- Excellent verbal and written communication skills;
- Strong technical aptitude, with initiative toward learning new skills and assignments;
- Willingness to learn, support and be an expert in existing technologies;
- Proactive, independent, and collaborative working style with minimal supervision;
- Take ownership of and be accountable for your areas of responsibility;
- Empathetic listening with excellent interpersonal skills;
- Attention to detail;
- Effective time management and ability to prioritize across multiple projects simultaneously;
- Strong collaboration skills and ability to work with stakeholders with varying perspectives; and
- Maintain confidentiality

Primary Responsibilities. In this position, you will be required to:

- Provide excellent technical support;
- Field incoming helpdesk calls and dispatching, assigning staff and call resolution;
- Proactively troubleshoot 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;
- Learn, implement, and provide support for existing and new productivity tools and services;
- Work on various projects and other responsibilities as assigned.

Technical knowledge, skills, and abilities.

To fulfill these responsibilities, you will need to have:

- 3 or more years of operations experience in a production IT environment;
- Professional 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);
- Strong documentation skills;
- Demonstrated experience with configuring, and best practices around building images;

Beneficial knowledge Having experience in these areas is favorable:

- Use of Help desk tracking software such as Manage Engine Service Desk;
- IBM/HCL Notes
- Corel Word Perfect
- Mobile devices and tablets in an MDM
- Basic macro and/or scripting experience
- A/V – Audio and Video systems
- Remote desktop support
- Certifications



Application Process

Application material. Please send your application to: lis.ga@coleg.gov

Subject: Application for IT Support Analyst

Your application should include:

- your resume; and
- a cover letter.

Candidates selected for an interview will be asked to provide a list of three professional references.

Accessibility statement. The Colorado Legislature is committed to the full inclusion of all qualified individuals. Our agency will assist individuals who have a disability with any reasonable accommodation requests related to employment, including completing the application process, interviewing, completing any pre-employment testing, participating in the employee selection process, and/or to perform essential job functions where the requested accommodation does not impose an undue hardship. If you have a disability and require reasonable accommodation for applying or interviewing for this position, please direct your inquiries to our ADA Coordinator at OLWR.ga@coleg.gov or call 303-866-3393.