Nevada Legislative Counsel Bureau
Administrative Division
Information Technology Services

IT Professional II

POSITION: IT Professional II Full Time Employment, Carson City, NV
Contact: Ken Kruse, Human Resources/Accounting, 775-684-6966

SALARY AND BENEFITS:

Salary range: $49.694.40 - $74,082.24 per year based on the Employer/Employee Retirement rate (Grade 37). The requirement for 48 hours of unpaid furlough leave annually for this position will reduce the salary initially. Benefits include paid holidays, annual leave, sick leave, a retirement plan, and health insurance after appropriate waiting periods. An explanation of the retirement options and information regarding state retirement benefits may be accessed at http://nvpers.org/.

A description of the current health and dental benefits provided to all state employees is available at http://pebp.state.nv.us/all_plan_benefits.htm. Other optional benefits are also available, including a deferred compensation program.

SUMMARY:

Information Technology (IT) Professionals analyze, develop, implement, maintain, and modify computer operations, systems, networks, databases, applications, and/or information security. Incumbents may perform duties in one or more IT specialization areas depending on the needs of the agency and reports to the manager of the Network Services group of the Information Technology Services (ITS) unit of the Administrative Division.

The IT Professional II provides support to the Legislative Counsel Bureau, Legislators and staff by answering and resolving computer and technically related service requests. This position is responsible for installing, configuring, monitoring, and maintaining a Cisco network based WAN, LAN, and WLAN infrastructure located within the Nevada Legislature campus in Carson City and the Grant Sawyer building in Las Vegas. The position monitors the environment and assists with Help Desk support and server operations. Additionally the incumbent will also perform Windows server installations and maintenance, Microsoft Active Directory maintenance, interact with various hardware vendors, and provide customer service. Occasional travel may be required for hardware installs and maintenance in the Las Vegas office.

This job description provides a descriptive list of the range of duties performed by employees who hold this position. It does not list all of the duties of the job. To meet the needs of the Administrative Division, an employee in this position may be asked by supervisors to perform other duties in addition to or in lieu of those set forth herein. An employee in this position will be evaluated in part based upon the performance of the tasks listed in this job description.

The Administrative Division has the right to revise this job description at any time. The job description is not a contract for employment.

DUTIES & RESPONSIBILITIES:

- Resolve server and network issues
- Maintain Windows Active Directory accounts and policies
- Install client and server hardware and software
- Ability to lift 40 lbs.
- Plan, design, develop, and verify networks; both wired and wireless
- Provide high quality customer service through courteous, prompt and accurate communication
- Provide follow up with customers to ensure satisfactory resolution of service requests
- Other duties as assigned

KNOWLEDGE OF:

- Operating Systems – Windows server 2012
- Networking – Switching and routing protocols
- Security – Active directory, firewalls, and virtual private networks

ABILITY TO:

- Work well with others and work efficiently on a team
- Provide exceptional communication and collaboration skills
- Possess a friendly presence and helpful attitude; maintain good interpersonal skills
- Communicate effectively with customers, both technical and non-technical
- Understand and contribute to functional requirements and translate them into technical design and development projects
- Resolve discrepancies between requirements and policies, standards, and procedures
- Provide a strong customer service focus with a willingness to follow through
- Maintain confidentiality of information
- Productively handle changing priorities
- Quickly adapt to new situations and challenges
- Exercise patience and professionalism during stressful situations
- Learn and retain new skills quickly and effectively
- Define complex problems and select the best course of action
- Visualize a problem or situation and think abstractly to solve it
- Pay attention to detail with a high degree of accuracy

WORKING CONDITIONS:

- This position requires extended hours during the Legislative Session, including weekends and evenings; a flexible schedule is mandatory
- This position is located in Carson City, Nevada

EDUCATION AND EXPERIENCE (MINIMUM QUALIFICATIONS):

- Bachelor's degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and four years of progressively responsible professional IT experience relevant to the duties of the position which may include computer operations, systems administration, network administration, database administration, and/or applications analysis and development; OR two years of experience as an IT Professional I in Nevada State service; OR an equivalent combination of education and experience.

- Experience in one or more of the following areas is required: Microsoft Server 2012, Microsoft Active Directory, network design, implementation, and maintenance.
- Must have experience with Cisco IOS, switching and routing protocols, wireless networks, firewalls, VPN, and Windows 2012 Server.

APPLICATION PROCESS:
The Legislative Counsel Bureau (LCB) is the central non-partisan staff agency serving the Nevada Legislature. The LCB invites interested applicants to fully familiarize themselves with the above outlined duties, abilities, and job functions. Applicants selected for an interview will be administered a Skills Based Test as part of the interview process. Finalist may be subject to a background check.

All applicants must submit an LCB Employment Application, a letter of application and a current résumé, including references. The LCB application can be found at: http://www.leg.state.nv.us/App/CareerOpenings/A/. Applications must be received by Friday, March 27, 2015 at 5:00 p.m. Email may be used to transmit your application, letter and résumé. Please utilize a Word or PDF format and send to kkruse@lcb.state.nv.us. Applications may be dropped off in person to Room 1140 of the Nevada Legislature or mailed to:

Legislative Counsel Bureau
Attn: Ken Kruse
Human Resources/Accounting
401 S. Carson Street
Carson City, NV 89701-4747

For questions about the application process please contact Ken Kruse at 775-684-6966.

NOTE: The Legislative Counsel Bureau is an Equal Opportunity Employer and does not discriminate on the basis of race, creed, color, national origin, sex, sexual orientation, gender identity or expression, age, political affiliation or disability.

(Revised 2/12/2015)