



**NEVADA LEGISLATIVE COUNSEL BUREAU
ADMINISTRATIVE DIVISION, LAS VEGAS OFFICE
ADMINISTRATIVE ASSISTANT/IT TECHNICIAN**

POSITION: Administrative Assistant/IT Technician, Full Time Employment, Las Vegas, NV
Contact: Ken Kruse, Human Resources/Accounting, 775.684.6966

SALARY AND BENEFITS:

Grade 32 (\$42,553.44 - \$62,807.04 annually at the Employee/Employer Retirement rate). 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:

This position serves as a dual function within the Las Vegas Office. This position will be responsible for providing computer and laptop assistance. This position will also be responsible for secretarial services in the Las Vegas Office of the Legislative Counsel Bureau. These services include but are not limited to: answering, resolving, and troubleshooting computer and technically related service requests, and providing secretarial services and general office assistance. This position will begin on or after December 4, 2017.

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:

- Act as liaison for the Las Vegas Office and Carson City, ITS Unit
- Install and resolve hardware, software and printer issues
- Train users in basic personal computer and software operation
- Develop procedural and software documentation
- Maintain inventory database
- Respond to requests via email or telephone, and provide timely, onsite support
- Maintain laptop computer settings and software, and troubleshoot wireless connections

- Provide secretarial services, committee room assistance, and clerical support to the Las Vegas Office
- Schedule and coordinate committee hearings and other meetings
- Respond to requests for information from legislators and general public
- Assist legislators with various services including drafting documents, typing letters, and reports
- Provide effective backup to team members in video conferencing, front desk duties, and other functions as required
- Other duties as assigned

KNOWLEDGE OF:

- Microsoft Office 2010/2016, Word, Excel, Access, Outlook
- Windows 7/8/10
- Internet; various research and search tools

ABILITY TO:

- Work well with others and work effectively on a team
- Provide a strong customer service focus with a willingness to follow through
- Possess a friendly presence and helpful attitude
- Establish and maintain good customer relations
- Provide follow up with customers to ensure satisfactory resolution of service requests
- Communicate effectively with customers, both technical and non-technical
- Demonstrate exceptional phone skills and a professional demeanor
- Maintain confidentiality of information
- Quickly learn and retain new skills with a high degree of accuracy
- Productively handle changing priorities
- Exercise patience and professionalism during stressful situations and challenges
- Resolve discrepancies between requirements and policies, standards, and procedures
- Understand and contribute to functional requirements and translate them into technical design and development projects

WORKING CONDITIONS:

- This position requires extended hours during the Legislative Session, and on occasion during the Interim, including weekends and evenings; a flexible schedule is mandatory
- This position is located in Las Vegas, Nevada

EDUCATION AND EXPERIENCE:

- Graduation from high school or equivalent
- A Bachelor degree is preferred, but not required
- Three years of customer service/support experience in the IT field
- Extensive word processing knowledge

APPLICATION PROCESS:

The Legislative Counsel Bureau (LCB) is the central non-partisan staff agency serving the Nevada Legislature. The LCB invites interested applicants to familiarize themselves fully 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 interest and a current résumé. The LCB application can be found at:
<http://www.leg.state.nv.us/App/CareerOpenings/A/>.

Applications must be received by 5:00 p.m., Friday, November 3, 2017. Email may be used to transmit your application, letter and résumé. Please utilize a Word or PDF format and send to kkruise@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

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 9/25/17)