



**Nevada Legislative Council Bureau
Administrative Division
Information Technology Services**

Support Service Specialist

POSITION: Support Services Specialist Full Time Employment, Carson City, NV
Contact: Ken Kruse, Human Resources/Accounting, 775.684.6966

SALARY AND BENEFITS:

Salary range: Starting at \$20.68 per hour based on the Employer/Employee Retirement rate (Grade 33). Benefits include paid holidays, annual leave, sick leave, 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

There are four temporary positions available for the 2017 session starting on August 15, 2016. All four positions will end on or before June 30, 2017.

SUMMARY:

The Support Service Specialist provides support to the Legislative Council Bureau, Legislators and staff by answering and resolving computer and technically related service requests.

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:

- Answer and log incoming calls to the ITS Help Desk
- Resolve hardware, software and printer issues
- Install hardware and software
- Assisting with passwords and user profiles
- Train users in basic personal computer and software operation
- Develop procedural and software documentation
- Respond to requests via email or telephone
- Provide timely, onsite support

- Provide service to walk in customers
- Establish and maintain good customer relations
- Maintain laptop computer settings and software
- Troubleshoot laptop computer wireless connections
- Provide high quality customer service through courteous, prompt and accurate communications
- Provide follow up with customers to ensure satisfactory resolution of service requests
- Analyze and develop various solutions to difficult problems
- Other duties as assigned

KNOWLEDGE OF:

- Microsoft Office 2007/2010
- Windows 7/8/10
- Internet; various research and search tools

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
- Demonstrate exceptional phone skills and a professional demeanor
- 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:

- 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 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 Wednesday, July 27, 2016 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 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

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.