



**NEVADA LEGISLATIVE COUNSEL BUREAU
ADMINISTRATIVE DIVISION
Information Technology Services Unit**

IT PROFESSIONAL I – SUPPORT SERVICES

Carson City, Nevada

Salary up to \$100,098 (employee/employer paid retirement plan)

The Information Technology Services (ITS) Unit of the Legislative Counsel Bureau (LCB) is seeking a diverse pool of qualified applicants for the position of IT Professional I – Support Services within the Administrative Division. The LCB is embarking on a groundbreaking modernization project to enhance its technological infrastructure and is seeking an IT Professional I to assist in this modernization effort. The LCB is a nonpartisan, legislative service agency that provides professional, technical and administrative support to the Nevada Legislature, which convenes biennially in odd-numbered years for 120-day sessions and for rare special sessions during the interim periods. The ITS Unit provides technical support to legislators, legislative staff and the LCB. This is a full-time position located in Carson City, Nevada.

Position Description: Under the general supervision of the IT Manager – Support Services, the IT Professional I will provide general support for hardware, software and networks to legislators, legislative staff and the LCB both in a help-desk setting and through field services. Responsibilities of the IT Professional I may include, without limitation:

- Providing first-class customer service to legislators, legislative staff, the LCB and, occasionally, members of the public;
- Supporting the smooth operation of technology systems during public meetings;
- Collaborating with other LCB units and divisions to provide a seamless experience for all users;
- Routing and responding to requests for support in person or through email, ticket or chat in a timely manner;
- Preparing documentation of work performed in the IT Service Management Tool (ITSM);
- Continuously updating and maintaining unit run books as solutions change and the environment evolves;
- Installing, configuring, maintaining and troubleshooting client hardware such as desktops, laptops, printers, scanners and mobile devices;
- Installing, configuring, maintaining and troubleshooting commercial off-the-shelf software and in-house line of business (LOB) software;
- Overseeing limited administration of network, server and unified communication systems;

- Supervising entry-level IT professionals or technicians, especially during the legislative session;
- Participating in projects within Support Services, such as hardware inventory/lifecycle management and performing mass user onboarding/offboarding duties;
- Assisting with other initiatives and projects within the ITS Unit as necessary; and
- Performing other duties as assigned.

Minimum Qualifications: The IT Professional I will be selected with special preference given to the candidate's training, experience and aptitude in the fields of help desk, service desk and enduser computing services. A qualified candidate must have: (1) a high school diploma/GED; (2) a valid driver's license; (3) at least 3 years of professional experience in information technology; or (4) an equivalent combination of education and experience. Valid CompTIA certifications may substitute for up to 1 year of experience.

The ideal candidate will demonstrate:

- Expertise in delivering exceptional customer service to end users from diverse backgrounds and skill levels;
- The ability to work both independently and with a team;
- Experience with troubleshooting and repairing computer hardware;
- Proven experience with managing end-user aspects of enterprise Software as a Service (SaaS), such as Microsoft 365 or Google Apps for Enterprise, including, for example, licensing, password resets and group permissions;
- Proficiency with the Microsoft Office suite;
- Experience with ITSM platforms, such as HaloPSA/HaloITSM, ServiceNow, N-Able, ManageEngine, Freshdesk, Ivanti Heat, ConnectWise PSA, SysAid and Team Dynamix;
- Experience with imaging platforms, such as Microsoft Deployment Toolkit, PDQ Smart Deploy, Acronis Snap Deploy and Symantec Ghost;
- Familiarity with Remote Monitoring and Management (RMM) platforms, such as NinjaOne, Atera, Pulseway, SuperOps, Syncro, N-Able and Naverisk;
- Experience with remote support tools, such as Ninja Remote, ConnectWise Control/Screenconnect, Bomgar, Splashtop, DameWare and TeamViewer;
- Knowledgeable with print management platforms, such as PrinterLogic, Printix and PaperCut; and
- The ability to lift and move medium to large items weighing up to 50 pounds, without assistance, employing proper safety techniques.

Salary: The annual salary for this position is based upon a Grade 36, which has a salary range of \$67,296 to \$100,098 for the employee/employer-paid retirement option. An employer-paid contribution plan is also available with a reduced salary in lieu of an employee contribution. Actual starting salary will be based on experience.

Benefits: The benefits include the accrual of paid annual and sick leave, health insurance and membership in the state's retirement plan. For additional information on retirement options and

benefits, please visit the [Public Employees' Retirement System of Nevada](#). For a description of the current health, dental and vision benefits, please visit the [Nevada Public Employees' Benefits Program](#). Other optional benefits are also available, including a deferred compensation program.

Working Conditions: The work is performed in a formal office environment. Overtime is required during legislative sessions and certain other periods as necessary to meet the demands of the Legislature. When overtime is worked, the IT Professional I may earn compensatory time that can be taken at a later date or be paid for the overtime, consistent with the LCB Rules and Policies and subject to budgetary limits. Occasional travel may be required between Carson City and Las Vegas, Nevada. Such travel may be outside normal business hours.

Application Process: All applicants who meet the minimum qualifications may apply by submitting a [LCB Employment Application](#), cover letter and current resume via email to LCBHR-Jobs@lcb.state.nv.us or by mail to:

Legislative Counsel Bureau
Attn: Human Resources
401 S. Carson Street
Carson City, Nevada 89701-4747

Applications will be accepted on a rolling basis and the application period will remain open until the position is filled. Applicants are therefore strongly encouraged to submit their applications as soon as possible. Hiring may occur at any time during the recruitment process.

The successful candidate must undergo a background check.

The Legislative Counsel Bureau is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion or belief, national origin or ancestry, age, sex, sexual orientation, gender identity or expression, disability, pregnancy, domestic partnership, political affiliation, genetic information, or compensation history, or any other characteristic protected by applicable law. The Legislative Counsel Bureau will not tolerate discrimination or harassment based on any of these characteristics, nor will it tolerate unlawful retaliation. Applicants may contact LCBHR@lcb.state.nv.us to request reasonable accommodations to participate in the hiring process and will not be disqualified from consideration based upon such requests.

(Revised 9/23/2024)