



**NEVADA LEGISLATIVE COUNSEL BUREAU
INFORMATION TECHNOLOGY SERVICES UNIT
IT TECHNICIAN (SESSION HIRE)**

The Legislative Counsel Bureau (LCB) is seeking qualified candidates for the position of IT Technician. The Legislative Counsel Bureau is a nonpartisan agency that provides professional, technical, and administrative support to the Nevada Legislature. The IT Technician works within the Support Services (SS) team in the Information Technology Services Unit, which provides technical support to Legislators, the LCB, and legislative staff.

Position Description: The Legislative Counsel Bureau is seeking seven qualified candidates for the position of IT Technician. These are temporary session positions for the 2023 Legislative Session and may begin after July 1, 2022, and end on or before June 30, 2023. Technicians may perform duties in one or more IT specialization areas (e.g., hardware, Helpdesk, training) depending on the needs of the agency and will report to the IT Helpdesk Manager who supervises the Support Services Group.

Further, IT Technicians will also:

- Provide high quality customer service and onsite support
- Train users in varying personal computer, business phone, and software operations
- Assist in maintaining the support request ticketing queue
- Diagnose and resolve hardware, software, printer, and network issues
- Install client and server hardware, software, and peripherals equipment
- Troubleshoot network/wireless connections
- Limited maintenance of Windows Active Directory accounts and policies
- Develop procedural and software documentation
- Respond to requests to the ITS Help Desk via email, telephone, and walk-ins
- Pay attention to detail with a high degree of accuracy
- Perform other duties, including non-technical duties, as assigned

Knowledge and Skills Required: The ideal applicant will have successful experience in customer service, plus a well-rounded and broad technological skill set that includes any number of the skills listed below.

Experience in the following is preferred, though not required:

- Microsoft 365

- Various Internet research and search tools
- Operating Systems – configure and maintain Windows 10, Server 2012/2016/2019
- Computer Networking – maintain and troubleshoot basic networks (LAN, WAN, WLAN)
- Installing server components and software
- AD schema and group policy
- Transcription Software maintenance and troubleshooting
- Video content creation such as how-to guides for training purposes

The ideal applicant will also:

- Work well with others and work efficiently on a team
- Possess a friendly presence and helpful attitude; maintain good interpersonal skills
- Communicate effectively with customers, both technical and non-technical
- Maintain confidentiality of information
- Quickly adapt to new situations and challenges
- Exercise patience and professionalism during stressful situations
- Learn and retain new skills quickly and effectively

Salary and Benefits: The salary for this position is based on a Grade 33, which has an annual salary of approximately \$47,669, based upon the employee/employer paid retirement option. Employees receive the same benefits available to state employees generally, including paid annual leave, paid sick leave, health insurance and retirement benefits. An explanation of the retirement options and information regarding state retirement benefits may be accessed at www.nvpers.org. A description of the current health, vision, and dental benefits available to all employees may be accessed at <https://pebp.state.nv.us/>. Other optional benefits are available, included a deferred compensation program.

Qualifications: The successful applicant will have a high school diploma, general education development (GED) credential, or equivalent experience; three years of customer service support and networking experience in the IT field; and the ability to bend, crouch, and lift 40 lbs. A bachelor's degree is preferred, but not required. Preference will also be given to applicants with strong verbal and written communication skills and excellent customer service skills, as well as certifications in Microsoft, A+, Network+, Security+, CCNA, and Dell.

Working Environment: The offices of the LCB are mostly based in Carson City within and adjacent to the Legislative Building. In addition, the LCB maintains offices in the Grant Sawyer Office Building in Las Vegas. This position is based in Carson City. The Legislative Building shares grounds with the State Capitol, providing a beautiful and pleasant work environment. Carson City and the surrounding areas offer an array of housing options. In addition, Carson City is surrounded by the beautiful Sierra Nevada mountain range, which offers world-class skiing and golfing as well as hiking, biking, and various other outdoor activities and cultural events, not to mention an average of over 320 days of sunshine each year.

It is important that the candidate understands that the LCB works in a legislative cycle comprising 120 days of session that occurs every two years with the period in between being called the “interim.” During the Interim, extended hours of overtime may be expected for preparation of the next Legislative Session. During session, extended hours of overtime are expected and a flexible schedule is required to allow the LCB to provide high customer service to the Nevada Legislature.

Application Process: Applicants are required to have a background check and an offer of employment is conditional pending the results of the background check. All applicants must submit an LCB Employment Application which is located at <https://www.leg.state.nv.us/lcb/Admin/EmploymentOpportunities/admin-division-information-technology-services> . Applicants are also encouraged to submit a cover letter and résumé with references. Applicants are encouraged to submit the application as soon as possible since the position may be filled at any time. Applications may be submitted by email to LCBHR-Employment@lcb.state.nv.us, or may be mailed to:

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

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(Revised 7/21/2022)