



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

**IT TECHNICIAN IV – SUPPORT SERVICES
(Session Hire)**

Carson City, Nevada

Salary up to \$91,496 (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 Technician IV – Support Services (IT Technician IV) within the Administrative Division. The LCB is embarking on a groundbreaking modernization project to enhance its technological infrastructure and is seeking an IT Technician IV 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, but temporary position located in Carson City, Nevada. Following the legislative session, there may be an opportunity for this position to transition into a permanent role.

Position Description: Under the general supervision of the IT Helpdesk Manager, the IT Technician IV will provide general support for hardware, software and networks to legislators, legislative staff and the LCB both in a helpdesk setting and through field services. Responsibilities of the IT Technician IV may include, without limitation:

- Providing first-class customer service and onsite support to legislators, legislative staff, the LCB and, occasionally, members of the public;
- Training users on a range of personal computers, business phones and software applications;
- Routing and responding to requests for support in person or through email, ticket or chat in a timely manner;
- Diagnosing and resolving a wide range of hardware, software and network issues;
- Installing, configuring, maintaining and troubleshooting client hardware such as desktops, laptops, printers, scanners and mobile devices;
- Troubleshooting and resolving network connectivity issues, including both wired and wireless connections;
- Maintaining and updating Windows Active Directory accounts and policies;
- Preparing and developing procedural and software documentation;
- Responding to inquiries and requests for support sent to the ITS Helpdesk through various channels including email, telephone and walk-ins; and

- Performing other duties as assigned.

Minimum Qualifications: The IT Technician IV will be selected with special preference given to the candidate's training, experience and aptitude in the fields of help desk, service desk and end-user 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, Network+ or Microsoft Foundations 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;
- The ability to learn new and existing applications;
- Exceptional communication and interpersonal skills, with the ability to collaborate effectively with the ITS team;
- The ability to thrive in a fast-paced, deadline-driven environment and handle changing priorities;
- Experience with troubleshooting and repairing computer hardware, software and network issues;
- Proficiency with managing end-user aspects of enterprise software, such as Microsoft 365 and Microsoft Office suite;
- The ability to configure, maintain and troubleshoot operating systems, such as Windows 10 and Windows 11;
- Skills in utilizing various research tools and search engines;
- Familiarity with using remote support tools to troubleshoot and diagnose technical issues;
- Knowledge of network configurations, such as LAN, WAN and WLAN;
- Experience in installing and configuring PC workstation components and software;
- A solid understanding of Active Directory schema and group policies;
- Experience in the maintenance and troubleshooting of transcription software;
- Knowledge of video content creation, including how-to-guides and training materials; and
- The ability to lift and move medium to large items weighing up to 40 pounds, without assistance, employing proper safety techniques.

Salary: The annual salary for this position is based upon a Grade 34, which has a salary range of \$61,721 to \$91,496 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 leave and sick leave, health insurance and membership in the state's retirement plan. For additional information on the 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 Technician IV 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 9/18/2024)