



**NEVADA LEGISLATIVE COUNSEL BUREAU
INFORMATION TECHNOLOGY SERVICES UNIT
Support Services Technician**

Position Description

The Legislative Counsel Bureau is seeking qualified candidates for the position of Support Services Technician. The Legislative Counsel Bureau (LCB) is a nonpartisan agency that provides professional, technical, and administrative support to the Nevada Legislature. The Support Services (SS) group is within the Information Technology Services (ITS) unit of the Legislative Counsel Bureau (LCB).

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 SS Group.

Job responsibilities will include:

- Provide high quality customer service and onsite support
- Diagnose and solve various technical issues
- Assist in maintaining the ticketing queue
- Resolve hardware, software, printer and network issues
- Install client and server hardware and software
- Troubleshoot network/wireless connections
- Maintain Windows Active Directory accounts and policies
- Train users in basic personal computer and software operation
- 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
- Other duties as assigned

Knowledge and Skills

The ideal applicant will have experience in customer service as well as a well-rounded and broad skill set that includes any number of the skills listed below.

Experience in the following is a plus:

- Microsoft 365
- Windows 10
- Internet; various 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

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 36, which has an annual salary of approximately \$54,141 to 80,513 (not including 15.5% retirement contribution) based upon the employee/employer paid retirement option. Actual salary will depend on qualifications and experience. 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.

Minimum Qualifications

- High school diploma or general education degree (GED) equivalent
- Strong written and verbal communication skills
- Ability to lift 40 lbs.
- Able to provide extended hours of support during the legislative session and on-call support on a rotating basis

The ideal candidate will have:

- 3+ years of customer service/support/networking experience in the IT field
- Bachelor's degree
- Certifications in: Microsoft, A+, Network+, Security+, CCNA, and Dell

Working Environment

This position requires work in a fast-paced, demanding environment and requires total customer satisfaction. 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 session.

During Session, extended hours of (paid) overtime are required, and a flexible schedule is also required to allow the LCB to provide high customer service to the Nevada Legislature both after hours and on some weekends. Travel may be required at times between Carson City and Las Vegas.

Application Process

To apply, please submit your resume, a brief cover letter detailing your experience, and an [LCB Application](#) via email to LCBHR-employment@lcb.state.nv.us or mail to:

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

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(Revised 5/23/2023)