



**NEVADA LEGISLATIVE COUNSEL BUREAU  
INFORMATION TECHNOLOGY SERVICES UNIT  
SUPPORT SERVICES TECHNICIAN**

The Legislative Counsel Bureau (LCB) is seeking qualified candidates for the position of Support Services Technician. The Legislative Counsel Bureau is a nonpartisan agency which provides professional, technical, and administrative support to the Nevada Legislature. The Support Services 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:** This position reports to the Support Services Manager. Duties include assisting in maintenance of the SS Helpdesk by responding to phone calls, e-mails, logged tickets, and in-person technical support. Duties also include, but are not limited to, resolving hardware, software, and printer issues; installing hardware and software; editing and maintaining training documents; assisting with password and user profiles; training users in basic personal computer and software operation; developing procedural and software documentation; responding to requests via email, phone, or in person; providing timely and onsite support; maintaining confidentiality; defining complex problems and selecting the best course of action; providing prompt service to walk-in customers; establishing and maintaining good team and customer relations; maintaining laptop computer wireless connections and analyzing and developing various solutions to difficult problems.

**Salary and Benefits:** The salary for this position is based on a Grade 35, which has an annual salary of approximately \$51,281 to \$76,170, based upon the employee/employer paid retirement option. Employees receive the same benefits available to state employees generally, which includes 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](http://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, including a deferred compensation program.

**Location:** 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 and 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.

**Qualifications:** The successful applicant will have a high school diploma, general education development (GED) credential, or equivalent experience; three years of customer service support 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.

**Knowledge and Skills Required:** The person in this position must have knowledge of Microsoft Office Suite; Windows 10; various research, reporting, and search tools; and the ability to provide thorough in-person and remote support to legislators and other LCB staff.

**Working Environment:** The position is performed in a typical office environment. The person in this position will walk, stand, crouch, grab, hold, push, pull, bend, raise arms above the head, and sit for extended periods, and operate a computer and other office equipment. Significant overtime is required during the legislative session and may also be required at other times as needed.

**Application Process:**

Applicants are required to have a background check and any 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 4/1/2022)