

**MARYLAND GENERAL ASSEMBLY  
DEPARTMENT OF LEGISLATIVE SERVICES  
Office of Operations and Support Services  
Information Systems**

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**RECRUITMENT NOTICE**

**Position:** Technical Support Analyst (IS Technical Analyst/Engineer I)  
Regular, Full-Time Position

**Salary:** \$45,000 - \$62,000, commensurate with experience

**Principal Duties:**

- Provide technical assistance and support for issues related to computer systems, software and hardware.
- Perform annual hardware and software upgrades in a team environment and independently.
- Identify technical problems with local area networks and wireless connections.
- Effectively troubleshoot local and network printers.
- Diagnose, troubleshoot, and resolve technical issues in person, over the phone, or remotely in a timely manner.
- Utilize Help Desk Management Application to track calls, tickets, and inventory.
- Lift, unpack, pickup standard desktops, laptops, printers and associated hardware and deliver to DLS offices within the complex.
- Assist with special projects as needed.

**Qualifications:**

- Bachelor's Degree from an accredited college or university in Computer Information Technology, Computer Science, Management Information Systems or other information technology related field.
- Excellent communication and customer service skills necessary to assist non-technical users with computer systems and applications.
- Working knowledge of Microsoft Windows 10, Microsoft Office 2013 Suite.
- CompTIA A+ certification preferred; if not, must complete within one year of hire date.
- Available to work overtime as required to meet legislative deadlines.

**Resumes that do not meet the requirements above will not be considered.**

**SEND RESUME AND LETTER OF INTEREST TO:**

Department of Legislative Services  
Human Resources Office  
90 State Circle, Room 311  
Annapolis, MD 21401-1991  
FAX 410-946-5140 or 301-970-5140  
e-mail:[jobs@mlis.state.md.us](mailto:jobs@mlis.state.md.us) Website:<http://dls.maryland.gov/>  
**Code is 21/19SW (Required On All Resumes)**

*The Department of Legislative Services is an equal employment opportunity employer and will not discriminate against any employee or applicant for employment in a manner that violates law, regulation, or legislative policy.*

11/6/19