

Wisconsin Legislature – Legislative Technology Services Bureau

Position Title: Technical Services Analyst

Location: 17 W. Main Street, Suite 200
Madison, WI 53703

Schedule: Full Time

Introduction

The Legislative Technology Services Bureau (LTSB) provides leading-edge information technology services and support to the Wisconsin Legislature. LTSB is a nonpartisan legislative service agency located on the Capitol Square in downtown Madison, Wisconsin. We provide a fast-paced and cooperative atmosphere with many opportunities for professional growth.

LTSB is accepting applications for a skilled and enthusiastic **Technical Services Analyst** on its Technical Services Unit. Minimum salary is \$40,000 depending on qualifications and experience, plus excellent benefits.

Position Description

The Technical Services Analyst serves as the front line technical support for all Legislative users and is a member of the Technical Services Team. Responsibilities of this position include the configuration, installation, upgrade and support of all LTSB standard hardware and software platforms in which the Wisconsin Legislature and its service agencies operate. This includes all Senate and Assembly Legislative offices in the State Capitol, as well as the Legislative Council, Legislative Fiscal Bureau, Legislative Reference Bureau, Legislative Audit Bureau, and Legislative Technology Services Bureau.

Technical Services Analysts work in a service desk environment and respond to user inquiries and problems pertaining to legislative technology. Responsibilities include assisting in the resolution of network problems, training computer users, recording support requests, creating documentation for a knowledge base, and providing on-site technical support while the Legislature is in session.

Technical Services Analysts are expected to stay current with emerging technology trends, agency initiatives, and supported LTSB applications. Analysts are also expected to research and propose new technologies, align their efforts with agency goals, and represent the bureau in a highly professional manner. The successful candidate will have expertise supporting computers and laptops running the Windows 7 operating system and the Microsoft Office 2010 suite within a networked environment. The analyst must be skilled in supporting other network peripherals and be proactive in implementing security policies and procedures.

Technical Services Analyst position hours are typically 8 AM to 5 PM Monday through Friday, with possible coverage beginning at 7 AM and/or ending at 6 PM. The analyst also participates in an on-call rotation for providing after-hours support. Late evening hours may be required when the Legislature is in session.

Position Requirements

Candidates should first and foremost possess excellent customer service and troubleshooting skills, which includes a focus on critical thinking in a technical environment while demonstrating exceptional communication skills (both written and verbal). Candidates must exhibit great attention to detail, and show a proactive approach to both team duties and independent projects. Candidates must possess general knowledge of network topologies, remote access, security, active directory and group policy. Candidates should show initiative, resourcefulness, the desire to increase technical knowledge and the ability to effectively apply knowledge learned.

Candidates must be able to lift, deliver and set up computers, monitors, printers and the associated cables and accessories in an office setting.

Candidates must be willing and able to function in a nonpartisan environment, and perform accurately and in a professional manner under pressure, including meeting deadlines and working in a highly public setting.

Knowledge, Skills and Abilities

Candidates should have formal education in computer science, business or related field, professional experience or combination of education, experience and certifications to effectively execute duties upon hire.

Ideal skills include, but are not limited to, an expert level of knowledge with:

- Microsoft Windows 7 operating system
- Microsoft Office 2013 Professional
- Use of an ITSM application
- Anti-virus software and other miscellaneous security applications
- Workstation and laptop configuration, installation and support
- Printer and scanner installation and support

Desired areas of knowledge and ability include:

- HTML/Web Publishing/CMS services
- Smartphone/Mobile-device support
- Presentation and instruction skills
- Server administration/enterprise technology
- Imaging technology (Microsoft SCCM)
- Video production and media streaming
- Data manipulation (parsing/concatenation/etc.)
- A+, NET+, MCP certification

How to Apply

Please send your resume and cover letter to LTSBHR@legis.wisconsin.gov

The most qualified individuals will be invited to participate in the next recruitment stage.

For prompt consideration, application materials should be received by July 31st, 2014.

The Legislative Technology Services Bureau is an Equal Opportunity/Affirmative Action employer.