

Wisconsin Legislature – Legislative Technology Services Bureau

Position Title: Technical Services Analyst
Location: 17 W. Main Street, Suite 200, Madison WI / Remote
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.

The LTSB is accepting applications to recruit a skilled and enthusiastic professional for the position of *Technical Services Analyst* on its Technical Services Team located in Madison, Wisconsin. Minimum salary is \$45,000 depending on qualifications and experience, plus excellent benefits.

Position Description

The Technical Services Analyst serves as the front-line technical support for the Wisconsin Legislature. The responsibilities of this position include the configuration, installation, upgrade and support of all LTSB-issued hardware and software platforms utilized by the Wisconsin Legislature and its service agencies. This includes all Senate and Assembly legislative offices in the State Capitol, as well as the Legislative Audit Bureau, Legislative Council, Legislative Fiscal Bureau, Legislative Reference Bureau, and the Legislative Human Resources Office.

The 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 5:30 PM. The analyst also participates in an on-call rotation for providing after-hours support. In addition, late evening hours support may be required when the Legislature is in session.

Position Requirements

First and foremost, candidates must possess excellent customer service and comprehensive troubleshooting skills. This includes a focus on quick critical thinking in a technical environment, while also demonstrating exceptional written and verbal communication skills. These skills are critical to success at the Legislature.

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 networking, 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 willing and able to function in a nonpartisan environment and be able to operate in a professional manner while working in a highly public setting.

Candidates must be able to lift, deliver and set up computers, monitors, printers, and other equipment, along with the associated cabling and accessories.

Knowledge/Experience

Candidates should have a formal education in computer science or a related field; professional experience; or a 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 10, Office 2016+
- ITSM utilization
- Desktop and laptop configuration, installation and support
- Printer and scanner configuration, installation and support
- HTML/Web Publishing/CMS services

Additionally, some desired areas of knowledge and ability include:

- Mobile-device support
- Presentation and instruction skills
- Data manipulation (parsing/concatenation/etc.)
- A+, NET+, MCP certification

How to Apply

To apply, send your resume and cover letter to LHRO.Employment@legis.wisconsin.gov before the end of the business day on March 1, 2021. In your cover letter, please include a description of your experience and skills as they relate to this position. Applications will be reviewed and considered as they are received.

We are seeking candidates who are legally authorized to work in the United States and will not require employer visa sponsorship now or in the future. A background check will be conducted on any finalist prior to an offer of employment.