

## Wisconsin Legislature – Legislative Technology Services Bureau



**Position Title:** Technical Services Analyst  
**Location:** 1 S Pinckney St Madison WI 53703  
**Schedule:** Full Time

### Introduction

The Legislative Technology Services Bureau (LTSB) is a nonpartisan legislative service agency that provides and coordinates leading-edge information technology services and support to the Wisconsin Legislature. LTSB promotes an innovative and cooperative atmosphere with many opportunities for professional growth.

In addition to a comprehensive compensation and benefits package, LTSB offers an enjoyable work environment and an excellent work/life balance. We are located on the sixth floor of the U.S. Bank Plaza building on the Capitol Square in beautiful downtown Madison. Our office is within walking distance of the Monona Terrace, the Dane County Farmers' Market, and historic State Street.

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 \$52,000 depending on qualifications and experience, plus excellent benefits.

### Position Description

The Technical Services Analyst provides front-line technical support to the Wisconsin Legislature. The responsibilities of this position include the configuration, installation, and support of all LTSB-issued hardware and software utilized by the Wisconsin Legislature and its service agencies. This includes all Senate and Assembly 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 support may be required when the Legislature is in session.

Due to the nature of the job responsibilities, this position is primarily in-person. However, there may be some flexibility to work remotely on occasion.

### 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 LTSB.

Candidates must also:

- Exhibit great attention to detail and show a proactive approach to both team duties and independent projects.
- Possess general knowledge of networking, remote access, security, Active Directory, and group policy.
- Show initiative, resourcefulness, and the desire to increase technical know-how along with the ability to effectively apply knowledge learned.
- 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.
- 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:

- Current versions of Microsoft Windows and Microsoft Office
- Desktop and laptop configuration, installation, and support
- Printer and scanner configuration, installation, and support
- HTML/Web Publishing/CMS services
- ITSM utilization

Additionally, some desired areas of knowledge and ability include:

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

**How to Apply**

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.

Please send your cover letter outlining your interest in this position and a current resume to [LHRO.Employment@legis.wisconsin.gov](mailto:LHRO.Employment@legis.wisconsin.gov) by Wednesday, July 3, 2024.