Colorado Legislative Council

Non-Classified
EMPLOYMENT OPPORTUNITY
Colorado General Assembly
Colorado Legislative Council
Job Title: Help Desk Analyst
Job Series: (Non-classified Position)
FLSA Status: Exempt
Occup. Group: Professional Services
Salary: Commensurate with Experience
Release Date: March 1, 2012
Apply By: March 30, 2012

Job Summary

General Description:

Colorado Legislative Council Staff, the nonpartisan research staff of the Colorado General Assembly, has an opening for a Help Desk Analyst in the Information Technology section. This office is responsible for maintaining and developing the information systems used by the General Assembly and its staff.

Responsibilities and Requirements:

Duties include primarily contact for Tier 0 and Tier 1 support to the Colorado General Assembly members and staff.

Help Desk Analyst Description:

We are actively seeking a professional Help Desk Analyst to provide first and second line support to the user community within a busy IT service desk environment.

To be a suitable candidate for this role, you will need to have excellent technical user support skills and be extremely customer service oriented.
You must have worked in a 1st line support Service Desk position and have strong technical skills particularly with PC troubleshooting, Windows / Microsoft applications including desktop, as well as business infrastructure and applications.

Although not essential it would be an added advantage to have demonstrable experience with Lotus Notes based email and application systems and Corel Wordperfect suite. This position requires an IT professional possessing a wide-range of problem-solving skill, as well as an ability to work with end-users at all levels of the organization. The ideal candidate would also field incoming helpdesk calls and assist with dispatching, assigning staff and call resolution using the existing helpdesk system.

The preferred educational background is a Bachelors degree in Information Technology from an accredited college or university or equivalent work experience.

Required Skills and Competencies:

- Professional Phone Etiquette
- Strong Microsoft Office Professional skills
- Knowledge of Microsoft Operating Systems XP, 7
- Excellent verbal and written communication skills
- Able to handle high volume workload in a fast paced environment
- Excellent follow through and accuracy skills
- Effective organization and time management skills
- Strong analytical skills
- Ability to work on multiple efforts simultaneously
- A high degree of self-motivation, commitment and integrity
- Ability to maintain confidentiality
- Ability to work independently and in a team environment
- Strong interpersonal skills
- Operations experience in a production IT environment.
- Support and issue resolution/documentation for PC hardware, basic networking , as well as common peripherals.

Preferred Skills

- Help Desk software
- Lotus Notes 8.5 knowledge
- Word Perfect x4,x5 skills

To Apply for this Position:

Please send your application packet to:

IT Hiring Manager
Re: Application for Helpdesk Support position
Colorado Legislative Council
State Capitol Room 029
Denver, Colorado 80203

FAX: (303) 866-2349
E-Mail: lis.ga@state.co.us

In order to be considered for the position your application packet must include a resume and cover letter, and a list of three professional references.

Deadline for applications is March 30, 2012. Legislative Council Staff is an equal opportunity employer.

Additional Information about Legislative Council Staff can be found at http://colorado.gov/lcs