Connecticut General Assembly
JOB OPPORTUNITY
Technical Support Specialist

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE

Open To: The Public
Location: Hartford
Hours: Full-Time, on-site
Closing Date: February 28, 2020

General Knowledge:
The Office of Information Technology Services at the Connecticut General Assembly is seeking a support specialist with a high level of technical experience troubleshooting and resolving hardware and software issues as well as providing end-user support to legislative staff.

Skills and Experience:
Candidates must possess and demonstrate a broad range of skills with at least 3+ years of technical experience within the following systems areas: Help Desk, Windows10 Operating System, Office 365, Microsoft Exchange, Outlook 2016, Track-IT, Active Directory, Printer and Copier Administration, and Telephone Systems Administration. Strong documentation and communicative skills are essential. Must be a flexible team player who can effectively prioritize and juggle multiple concurrent assignments. Exhibits a steady demeanor during stressful and complex situations.

Responsibilities to include:
Serve as the first point of contact for customers seeking technical assistance over the phone or email. Perform remote troubleshooting through diagnostic techniques and pertinent questions. Determine the best solution based on the issue and details provided by customers. Walk the customer through the problem-solving process. Direct unresolved issues to the next level of support personnel and provide accurate information on IT products or services. Deploy and configure workstations, printers, copiers and telephones as needed throughout the facility. Record events and problems and their resolutions utilizing Track-IT. Follow-up and update customer status and information.

Application Instructions:
Qualified candidates who meet the above requirements should submit a cover letter, resume and salary requirements by 5:00 pm February 28, 2020 to: ITS Director, Office of Information Technology Services, Connecticut General Assembly, 210 Capitol Avenue, Room 014, Hartford, CT 06106, or to email address ITSApplicant@cga.ct.gov.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.