



STATE OF VERMONT
OFFICE OF LEGISLATIVE INFORMATION TECHNOLOGY

SESSION-ONLY USER SUPPORT SPECIALIST

The Office of Legislative IT seeks to hire a User Support Specialist for the 2024 legislative session. The role is responsible for providing Tier 1 support to our clients over the phone, via email and chat, and/or in-person.

Education and Experience:

Required:

- Associates degree or equivalent relevant experience.

Preferred:

- Degree in Computer Science, Computer Information Systems, Information Technology, or a closely related field.
- 1+ years of related work experience.

Required Skills:

- Ability to diagnose and resolve basic computer technical issues.
- Ability to quickly and accurately troubleshoot issues in time-sensitive situations.
- Ability to remain calm in a fast paced and challenging environment.
- Excellent interpersonal and customer service skills, including a willingness to interface with all legislators, staff, and members of the public.
- Ability to remain nonpartisan in a political environment.
- Excellent written and oral communication skills.
- Ability to multi-task, be detail-oriented and organized.

The starting wage is \$20.75 per hour, with adjustments based on qualifications and experience. This is a full-time, seasonal position without health benefits, located in Montpelier, VT. This role will start immediately with an anticipated end date of mid-May 2024. This position may require late-night and early-morning coverage as needed when the Legislature is in session (January–May).

To apply, please submit in Word or PDF format a resume and a cover letter explaining your interest and qualifications by e-mail to: HRApplications@leg.state.vt.us. Please put your name and “user support specialist” in the subject field of the e-mail.

The Vermont General Assembly is an equal opportunity employer and applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity, disability, veteran status, or other protected category.