



**STATE OF VERMONT**  
**OFFICE OF LEGISLATIVE INFORMATION TECHNOLOGY**

**USER SUPPORT SPECIALIST**

The Office of Legislative IT seeks to hire a User Support Specialist. The non-partisan role is responsible for providing Tier 1 support to our clients over the phone, via email and chat, and/or in-person. The Specialist will ask appropriate questions and use their knowledge and resources to diagnose and resolve the client's issues or escalate issues that are beyond Tier 1 area of responsibility. This role manages the overall asset inventory, as well as the mobile device fleet.

This is a full-time position, located in Montpelier, VT. The comprehensive State benefits package includes health insurance and retirement plans. This position may require late-night and early-morning coverage as needed when the Legislature is in session (January–May).

Minimum starting salary of \$53,215, with an initial offer based on applicable qualifications and experience.

**Education and Experience:**

Required:

- Associate degree.
- 1-3 years of related, professional work experience.

Preferred:

- Degree in Computer Science, Computer Information Systems, Information Technology, or a closely related field

**Required Skills:**

- Strong knowledge of Windows OS
- Strong knowledge of Apple iOS and Android OS
- Working knowledge of Mac OS
- Excellent written and verbal communication skills
- Ability to multi-task, be detail-oriented and organized.
- Ability to diagnose and resolve tier 1 technical issues
- Ability to troubleshoot issues quickly and accurately 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.

To apply, please submit a resume and a cover letter by e-mail to: [HRApplications@leg.state.vt.us](mailto:HRApplications@leg.state.vt.us). Please put your name and "user support specialist" in the subject field of the e-mail. Applications will be reviewed starting on May 1, 2024.

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.