



STATE OF VERMONT
OFFICE OF LEGISLATIVE INFORMATION TECHNOLOGY

SEASONAL USER SUPPORT SPECIALIST

Are you passionate about helping others and sharing your knowledge of technology? Do you have a knack for making people feel at ease? Apply to be a User Support Specialist at Vermont's State House in Montpelier, Vermont!

The Office of Legislative IT seeks to hire a User Support Specialist for the 2026 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.

The anticipated pay for this position will be between \$21.56 - \$29.65 per hour, with potential for an initial offer adjustment based on applicable qualifications and experience. This is a full-time, seasonal position without health benefits, and is eligible for 40 hours of paid sick time and paid holidays. In-person work is required at the State House through mid-May 2026. This position may require late-night and early-morning coverage, as needed.

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:

- Excellent interpersonal and customer service skills, including a willingness to interface with all legislators, staff, and members of the public.
- 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.
- Ability to remain nonpartisan in a political environment.
- Excellent written and oral communication skills.
- Ability to multi-task, be detail-oriented and organized.
- Ability to translate technical jargon into user-friendly language to support a wide range of audiences
- Willingness to ask for assistance or additional input from team members.

How To Apply:

Please submit both a resume and cover letter by e-mail to: HRApplications@leg.state.vt.us. The cover letter should outline interest in the position, highlight previous relevant experience, and give specific examples of how one or more skills align with the job description. Cover letters should be a personalized, authentic reflection of your skills, motivation, and personality. Please put your name and "user support specialist" in the subject field of the e-mail. Applications will begin to be reviewed starting on November 15, 2025.

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, age, or other protected category.