



STATE OF VERMONT
OFFICE OF LEGISLATIVE INFORMATION TECHNOLOGY

**USER SUPPORT SPECIALIST
SESSION-ONLY**

The Office of Legislative IT seeks to hire a User Support Specialist for the 2022 session. This 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:

- High School Diploma or equivalent.

Preferred:

- Associate degree in Computer Science, Computer Information Systems, Information Technology, or a closely related field. Experience and professional certification may be substituted for degree requirement.

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.

This is a full-time, temporary position, and does not include benefits. The position is located in Montpelier, VT.

To apply, please submit a resume and a cover letter by e-mail to:

HRApplications@leg.state.vt.us. Applications must be submitted by December 3, 2021. Please put your name and “user support specialist” in the subject field of the e-mail.

The Office of Legislative Information Technology 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.