



Job Posting

Posting & Application Period:
June 2-15, 2025 (by 5:00 pm)

Help Desk Technician

DEPARTMENT: Legislative Service Bureau | Information Services Division

STATUS: Full-Time | Monday-Friday, 8:30 am–5:00 pm (37.5 hours per week) | Hybrid

PAY RANGE: Starting at \$43,084 annually
Range F on the 10-1-2024 Legislative Council Salary Schedule

JOB LOCATION: 124 W. Allegan Street, 4th Floor–Boji Tower, Lansing, MI

GENERAL DESCRIPTION OF DUTIES

This team member works as level one technical support for Michigan Legislative Service Bureau (LSB) employees to report computer hardware, software, peripheral, and telephone related issues/service requests. This position shares responsibility for creating the initial ticket for the issue as well as the initial triage. As necessary, this person will escalate tickets to second and third level support team members. Work is performed in a team-oriented atmosphere in a moderately complex networked environment.

The LSB Information Services Division provides the Michigan Legislature with voice and data computer systems, including consolidated chamber automation, bill drafting tools, and maintenance and monitoring of the legislative network infrastructure.

MINIMUM QUALIFICATIONS and ABILITIES

- Proven experience and ability to troubleshoot issues in a Microsoft Windows environment required. Similar experience in a Mac environment preferred.
- Intermediate to advanced skills in Microsoft Word, Excel, Outlook, and PowerPoint.
- Previous help desk or call center experience preferred.
- Technical certification, such as CompTIA A+, or comparable experience.
- Well versed in the use of OneDrive and Teams
- Associate degree in computer information systems, business or equivalent.
- Two years' experience in customer service, computer support or equivalent.
- Excellent interpersonal and communication skills, with ability to maintain a positive professional work environment.
- Excellent organizational skills, with ability to research, analyze, and document complex business processes and technical solutions ensuring accurate and efficient problem resolution.
- Demonstrates proficiency in using remote desktop tools and remote troubleshooting techniques to resolve user issues efficiently.
- Experience with ticketing systems (e.g., ServiceNow, Genuity) and workflow management, ensuring proper documentation, tracking, and resolution of support requests

HOW TO APPLY

Online applications only are being accepted through the State of Michigan's NEOGOV system at <https://www.governmentjobs.com/careers/michigan>. Applicants must include a resume, college transcripts, and a cover letter as separate attachments in their online application for full consideration. **The deadline to apply is 5:00 pm on June 15, 2025.**

Current Legislative Council employees who wish to apply should contact the LSB Human Resources Office at HumanResources@legislature.mi.gov or call 517-373-9643.

ADDITIONAL REQUIREMENTS and INFORMATION

All Legislative Council employees are considered "at-will," with the exception of LSB Printing Division union members. Employees are required to be non-partisan and maintain confidentiality. This position is an unclassified, non-Civil Service position in State government.

The Legislative Council accepts resumes and applications for employment only for current position vacancies. The Legislative Council is an Equal Opportunity Employer. Michigan law prohibits discrimination based on religion, race, color, national origin, age, sex, marital status, gender identity or expression, sexual orientation, height, weight, arrest record, or handicap. If an accommodation is needed during the application process, contact the LSB Human Resources Office.

For questions, call the Legislative Service Bureau Human Resources Office at (517) 373-9643.