

Employment Opportunity:
COMPUTER & WEB SUPPORT SPECIALIST
SD Legislative Research Council, Pierre, South Dakota

The SD Legislative Research Council, the nonpartisan research and support staff of the South Dakota Legislature, is accepting applications for a Computer & Web Support Specialist. An applicant must have knowledge of Microsoft and Apple applications, and be enthusiastic about creating various high-quality informational materials, as well as responding to requests for assistance with a computer, software and peripheral device. Applicants should be eager for the opportunity to work in a positive, team environment and be honest, trustworthy, discrete, and have the ability to explain technical issues to non-technical users.

DUTIES AND RESPONSIBILITIES:

- Respond to inquiries and requests for assistance with software, hardware, and other technical problems to be resolved, to ensure effective use of office technology. Provide expertise, advice and advanced knowledge, including in-depth problem-solving to staff and Legislators to help diagnose and resolve user or software issues. Help Desk Support will need to ask questions about the problem that the user is encountering and then walk the user through a series of steps to correct the problem. Additionally, develop and present training sessions, in coordination with other IT staff, on current hardware and software to keep Legislators and staff up-to-date and optimize performance.
- Develop informational materials that provide accurate and understandable communications about the LRC and the Legislature. Prepare designs and layouts. Coordinate the dissemination of materials. Maintain various office databases. Monitor department forms and documents to ensure electronic and paper forms are accurate and adhere to the style guide.
- Assist in the development of LRC's website and social media. Keep links and posts current and accurate. Electronically archive legislative and LRC records.

Applicants should have previous experience working with various computer software programs and be able to assist those who have questions who may have less experience, while maintaining a pleasant and positive attitude. Knowledge of various Windows and Apple computer applications, publishing/design software, social media and website development is necessary. The ability to organize and express information concisely and effectively in a timely manner is required. Also, a good aptitude for graphic design layout will be necessary. Applicants should also have the ability to work with accuracy and attention to detail.

SALARY RANGE: \$33,000 to \$50,000 DOQ.

APPLICATION PROCESS: This position is exempt from the Career Service Act. Applications will be accepted through September 12, 2014. Applications or resumes for this position will be kept confidential. Please send a letter of interest and resume via hard copy or e-mail to:

Jason Hancock, Director
Legislative Research Council
500 E Capitol
Pierre SD 57501
E-Mail: LegisResume@state.sd.us