

**Nevada State Contractors Board
IT Technical Support Specialist
Henderson, Nevada**

Position Summary

- Information technology support specialist position reports to the IT Manager and is responsible for the support and maintenance of existing infrastructure and applications. Establishes and maintains user accounts. Provides user support and training. Assists in the planning and implementation of IT initiatives. Provides maintenance and support for website and other social media outlets.

Duties and Responsibilities

- Assist in the analysis of NSCB business processes and related IT and management information requirements and needs. Includes identification of enhancements or upgrades to existing infrastructure, applications, and tools.
- Install, maintain and operate networks, servers, desktops, telecommunications, applications, office equipment, and desktop tools.
- Assist in the implementation of IT initiatives and projects.
- Update and patch firmware, operating systems, and applications.
- Maintain and support agency website and social media outlets.
- Test and maintain data quality and integrity.
- Implement and maintain security policies.
- Configure and maintain user accounts and access controls.
- Operation of IT performance monitoring tools.
- Analyze data and write reports.
- Provide technical assistance and user training to staff.
- Develop and maintain application and user documentation.
- Analyze, troubleshoot, and resolve problems.
- Maintain up-to-date knowledge of IT products, developments, and trends.
- Work closely with NSCB management and outside contractors.
- Other duties as assigned.

Required Qualifications

Education

- Bachelor's or Associate's degree in Information Technology, Computer Science, or related discipline, or equivalent combination of professional training and experience directly related to the requirements of this position.

Experience

- 3 to 5 years of experience in desktop and server administration, network management, security management, application support, report writing, and user support.

Knowledge, Skills, and Abilities

Knowledge of:

- Network/server environments, operating systems, telecommunications, and security and firewall systems.
- Microsoft Exchange.
- Microsoft Office Suite, including Word, Excel, PowerPoint.
- Web servers and web site administration.
- Server virtualization.
- Database and SQL.

Skills and Abilities:

- Work independently and effectively at all levels of an organization.
- Be well-organized and attentive to detail.
- Learn quickly and multi-task.
- Clearly communicate, both orally and in writing.

Send resume to: recruit-it@nscb.state.nv.us