

INFORMATION TECHNOLOGY SUPPORT ANALYST I – Position# K0238607

This **unclassified**, full-time position is located in the **Information Technology Department** and will be housed in the **Office of the Secretary in Topeka** and is directly supervised by Dan Gasswint, Information Systems Administrator.

Key Responsibilities:

- Maintain knowledge of hardware and computer software available in the PC environment and desktop operating systems.
- Provide technical assistance to users and other IT staff through support of Help desk functions.
- Duties include taking calls from agency staff on computers, printers, telephones, cell phone and networking issues along with taking calls from outside agency licensing vendors and helping them with hardware issues.
- Setup and assist in iPhone and android mobile device (cell phones, tablets) configuration.
- Be an administrator on the agency's mobile device management system to help with passcode resets, adding applications and removing applications.
- Assist in delivery and setup of new computers to staff and locations across the northeast corner of the state.
- Other duties as needed.

Benefits:

- **Salary:** Beginning salary \$51,750 - \$53,000
- **Health and Insurance:** Immediate group health, dental and vision coverage and life insurance coverage.
- **Retirement and Options:** Retirement plan and optional deferred compensation.
- **Paid Leave:** Holidays, sick leave, vacation leave, and parental leave.

Minimum Requirements:

- High school diploma or GED equivalent
- One year of experience installing software on microcomputer systems and using word processing, database, or spreadsheet applications.
- A valid driver's license and the ability to pass a background check are required.

How to Apply: Go to the State Employment Center at <https://admin.ks.gov/services/state-employment-center> and follow the directions below:

- Click in the middle under the Sunflower. From there either **Sign into** your existing account or **Register** for a new account.
- **Review and complete** your contact information on the **My Contact Information** page. Please make sure to include your **email address**.
- **Upload documents** listed in the **Required Documents** section of this job posting to the appropriate location.
- **Complete and Submit** your application.
- **Check your email and My Job Notifications** for written communications from the Recruiter.
 - **Email** - the **email** listed on the **Careers>My Contact Information** page.
 - **Notifications** - view the **Careers>My Job Notifications** page

The following are the required items to apply:

- 1) a letter of interest
- 2) a detailed resume; **including a valid e-mail address**
- 3) transcript material, **if you wish to include them**
- 4) employment application – this is generated from the information which is input into the system
- 5) an Authorization to Release Information form** (this can be found at the following website):
<https://www.ksoutdoors.gov/news/KDWP-Info/Jobs/Employment-Application-Additional-Info>

****Please note, this form must either be witnessed and signed by a Kansas Department of Wildlife and Parks employee or signed in front of and notarized by a notary public. We reserve the right to conduct a background check on all qualified applicants.**

Incomplete applications will not be considered. A complete application packet must be submitted for each position. We no longer make copies of previous applications. Submitted application materials will be reviewed in Pratt to assure that the position minimum requirements are met, and those meeting the minimum requirements will be forwarded to the respective division for interview selection.

Applicants are notified whether or not they are selected to interview. The interview is generally a one-time, panel interview consisting of position-specific questions for all applicants (same questions for each applicant), with the selection being made after all candidate interviews are completed.

Veterans' Preference Eligible (VPE): Former military personnel or their spouse that have been verified as a "veteran" under K.S.A. 73-201 will receive an interview if they meet the minimum requirements of the position. The veterans' preference laws do not guarantee the veteran a job. Positions are filled with the best qualified candidate as determined by the appointing authority. Additional VPE information can be found at <https://admin.ks.gov/services/state-employment-center/veterans>. Applicants claiming veterans' preference for the first time must mail a copy of your DD-214 to the Office of Personnel Services, 900 SW Jackson, Room 401-N, Topeka KS 66612, or FAX to 785/291-3715.

Disability Hiring Preference: If you are claiming Disability Hiring Preference for the first time, please mail a copy of your supplemental security income or social security disability insurance determination letter, letter from a managed care organization or qualified medical professional attesting to the disability, home and community-based services waiver approval letter, or vocational rehabilitation letter from a vocational rehabilitation counselor. These documents can be sent by fax to (785) 296-7712, scanned and emailed to Gustavo.Victoriano@ks.gov, or can be mailed or delivered in-person to ATTN: Disability Hiring Preference Coordinator, Office of Personnel Services, 900 SW Jackson Rm 401-N, Topeka, KS 66612. Visit <https://admin.ks.gov/offices/personnel-services/jobs/disabilityhiring-preference> for more information.

DEADLINE TO APPLY – Open until filled

The State of Kansas is an Equal Opportunity Employer. All qualified persons will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, political affiliation, disability or any other factor unrelated to the essential functions of the job.

If you wish to identify yourself as a qualified person with a disability under the Americans with Disabilities Act and would like to request an accommodation, please address the request to the recruiter.