## IT Help Desk Support

**Job Announcement Code:** 1702230

<table>
<thead>
<tr>
<th>County(ies):</th>
<th>Dane</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification Title(s)/JAC:</td>
<td>IS TECHNICAL SERVICES SENIOR - 1702230</td>
</tr>
<tr>
<td>Job Working Title(s):</td>
<td>IT Help Desk Support</td>
</tr>
<tr>
<td><strong>Type of Employment:</strong></td>
<td>Full Time (40 hrs/week)</td>
</tr>
<tr>
<td><strong>Salary:</strong></td>
<td>Starting salary is between $50,918 and $62,400 per year, depending on candidate qualifications, plus an attractive benefits package. This position is in pay schedule and range 07-34. For current or eligible former State employees, pay on appointment will be set in accordance with the Wisconsin Compensation Plan. A 12-month probationary period may be required.</td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
<td>J Lea Roberts, Human Resources Specialist-Senior, 608-266-3344, <a href="mailto:JLea.Roberts@dva.wisconsin.gov">JLea.Roberts@dva.wisconsin.gov</a></td>
</tr>
<tr>
<td><strong>Bargaining Unit:</strong></td>
<td>Non-Represented</td>
</tr>
<tr>
<td><strong>Area of Competition:</strong></td>
<td>Open</td>
</tr>
<tr>
<td><strong>Deadline to Apply:</strong></td>
<td>10/15/2017</td>
</tr>
<tr>
<td></td>
<td>All application materials must be submitted by 11:59 p.m. on the deadline date.</td>
</tr>
</tbody>
</table>

### Wisconsin Department of Veterans Affairs

"Making a difference in the lives of Wisconsin veterans"

The Wisconsin Department of Veterans Affairs (WDVA) is currently recruiting for two IS Technical Services Senior positions, to serve as members of the Customer Support Unit. The positions are headquartered in downtown Madison, close to Monona Terrace, the Capitol, and State Street. WDVA is dedicated to providing services to Wisconsin veterans and their families. Come join our quality team!

### Top Reasons to Work for WDVA:

- Team-oriented atmosphere
- Excellent work/life balance
- Service to Wisconsin veterans
- Commitment to incorporating the latest technologies

Veterans are encouraged to apply. For complete information on veterans' hiring programs that may benefit you, go to the Employment Assistance page on WDVA's website.

Qualified veterans with a 30%-or-more, service-connected disability are eligible for non-competitive appointment to permanent positions in classified civil service under s. 230.275, WI Stats. For information on how to apply under this provision, please visit WiscJobsforVets. Current State of Wisconsin employees are not eligible for non-competitive
Position Summary:

Under the general supervision of the Director of the Bureau of Information Systems, this position provides technical hardware, applications and systems software support for desktop and laptop computers, LAN/WAN, workstations, and distributed applications. The incumbent provides problem resolution and provides for the installation and maintenance of computers and other systems. This position is also responsible for procurement of WDVA's hardware and software.

For a complete job description, click here.

Special Notes:

Due to the nature of the position, WDVA will conduct background checks prior to any offer of employment.

WDVA's computer systems must be operational 24-hours-a-day, 7-days-a-week. Functions defined in this position may sometimes require work schedule changes to resolve problems impacting normal operations. In most cases, these schedule changes will not require working more than the normal work week hours but will require changing work schedules to work before and/or after normal computer support hours so that the normal operations are not impacted. On an infrequent basis, should WDVA have computer problems during unscheduled work hours, incumbent may be required to assist with resolving those problems timely so that WDVA computer systems are operational as soon as possible.

For general information about state employment and instructions for creating an account, refer to the follow link: General Information about Positions in Wisconsin State Government.

Qualifications:

Minimally-qualified applicants will have experience:

- Providing IS Technical Support (e.g., hardware, software, applications, performing diagnostics, troubleshooting, resolving problems, identifying problem trends, customer service, etc.); and
- Managing IS Resources (e.g., hardware, software, peripherals, installing, configuring, repairing, maintaining, assessing systems, procuring appropriate supplies, tagging, etc.)

Well-qualified applicants will also have experience:

- Maintaining Technical Documentation (e.g., incidents, asset information, database, acquisition records, manuals, etc.)

How To Apply:

To be considered for this position, you will need to complete the online application process. For instructions, refer to the following link: How Do I Apply Online and Take an Online Assessment? You will be required to attach a resume and enter a cover letter.
After the established deadline, applicant materials will be evaluated by one or more job experts and the most-qualified applicants will be invited to participate in the next step of the selection process. Failure to submit all required materials will result in an incomplete application, which will not be considered.

If you are unable to complete the application due to a disability or have questions regarding the process, contact J Lea Roberts, Human Resources Specialist-Senior at jlea.roberts@dva.wisconsin.gov or 608-266-3344.

Current, or eligible former, permanent classified state employees, who are eligible for transfer, voluntary demotion or reinstatement into a position assigned to the schedule-range 07-34, should complete the online application and assessment process.