



KANSAS INSURANCE DEPARTMENT

Vicki Schmidt, Commissioner

Announcement of Vacant Position Internal - External

Posting Date: October 9, 2020
Job Vacancy: Technology Support Consultant II (Technology Support Specialist)
Division: Information Technology
Requisition Number: 197888
Compensation Rate: \$40,000 – \$48,000 annually (*Commensurate with Experience*)
Position Type: Unclassified, Regular, Full-Time, Nonexempt, Benefits Eligible
Closing Date: **October 21, 2020**
Contact Person: Ms. Dale Hubbell – dale.hubbell@ks.gov or 785-291-3801

Job Description:

The incumbent for this position provides Help Desk support to staff at the Kansas Insurance Department and is the first point of contact for staff seeking technical assistance. The incumbent provides computer support, troubleshoots hardware, software, printer and network issues. This position will also be responsible for ensuring final resolution is obtained in a timely manner either through their own efforts, those of other staff or after seeking approval and obtaining third-party assistance.

Primary Job Duties (*Not All Inclusive*):

- Monitor IT ticketing system; resolve issues in a timely manner or escalates to other staff if unable to assist
- Maintain department VOIP and cell phones which includes inventory and setup
- Monitor and support printers and scanners
- Monitor daily backups and rotate tapes as needed
- Responsible for setup and assistance for meetings in the department conference rooms
- Provide individualized training and support to department users
- Perform other tasks as assigned

Minimum Requirements:

- Ability to pass a comprehensive KBI and FBI background check
- Knowledge and training in Computer Technology and troubleshooting are required as well as excellent organizational skills and a courteous and responsive demeanor in communicating with users.

- High School Diploma or equivalent and one to two years of Help Desk experience which include installing, configuring, maintaining and replacing software, hardware, and peripherals. Education may be substituted for experience as determined by the Agency
- A valid driver's license

Preferred Requirements:

- One or two years of advising and assisting computer users in a distributed computing environment
- Experience with Apple technology
- A+ Certification or equivalent
- Experience or coursework in installation or technical support of computer technology, both hardware and software
- Operating System Support for desktop operating systems (Currently Microsoft Windows including knowledge of Active Directory)
- User Support for desktop software applications (Microsoft O365 Suite, Adobe Products, etc.)

Other Requirements:

- As a condition of employment, candidates are subject to a pre-employment screening process to include name-based criminal history records check and reference/background check of past and present employers
- Verification of identity and employment eligibility to work in the U.S. is required by federal law.
- Veteran's Preference Eligible – please visit
- <http://da.ks.gov/ps/aaa/recruitment/veterans.htm> for additional information.
- Tax Clearance Certificate required, please visit <https://www.ksrevenue.org/taxclearance.html>

How To Apply:

Step 1: Create an Account at the State of Kansas Careers website at:

<https://admin.ks.gov/services/state-employment-center/sec-home>

Step 2: Once you have created an account, complete the online State of Kansas application form and upload the other required documents.

- Kansas Tax Clearance Certificate
- Cover letter
- Resume
- Transcripts/Certifications (if applicable)
- Veterans' Preference K.S.A. 73-201(c) Form and DD-214, if applicable.

Recruiter Contact: Dale Hubbell

Phone: 785-291-3801

Email: dale.hubbell@ks.gov

What to Expect Next:

Your application will be reviewed and we will evaluate your qualifications based on the materials that you submit. Therefore, the materials that you submit must be complete and fully discuss how you meet the minimum, other, and preferred qualifications, if applicable. After your application is evaluated, you may be contacted for further information or to schedule an interview.

KANSAS TAX CLEARANCE CERTIFICATE REQUIRED: Each applicant applying for a State of Kansas job vacancy must obtain a valid and up to date Kansas Certificate of Tax Clearance by accessing the Kansas Department of Revenue's website at <http://www.ksrevenue.org/taxclearance.html>. A Tax Clearance is a comprehensive tax account review to determine and ensure that an individual's account is compliant with all primary Kansas Tax Laws. A Tax Clearance expires every 90 days. **All applicants, including current State employees, are responsible for submitting a valid and up to date certificate with all other application materials to the hiring agency.** This is in accordance with Executive Order 2004-03. If you need assistance with the tax clearance, please contact 785-296-3199.

Veteran's Preference Eligible (VPE):

Former military personnel or their spouse that have been verified as a "veteran" according to K.S.A. 73-201, will receive an interview if they meet the minimum competency factors 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 hiring manager. Additional VPE information can be found at

<http://da.ks.gov/ps/aaa/recruitment/veterans.htm>.

DD Form 214, Certificate of Discharge or Separation from Active Duty, or other official documents (to include military discharge papers, or equivalent certification from the VA listing military status, dates of service, and discharge type) issued by the branch of service are required as verification of eligibility for veterans' preference.

If you have questions, please do not hesitate to contact us at 785-291-3801.

Individuals with disabilities are encouraged to contact the Recruiter if reasonable accommodations are needed for any part of the application or hiring process.

The Kansas Insurance Department is an Equal Opportunity Employer