



Kansas Department of Insurance

Commissioner Vicki Schmidt

Announcement of Vacant Position Internal - External

Posting Date: November 18, 2024
Job Vacancy: Desktop Support Analyst
Division: Information Technology
Job Opening ID: 214803
Compensation Rate: \$42,000 to \$52,000 annually (*Commensurate with Experience*)
Position Type: Unclassified, Regular, Full-Time, Nonexempt, Benefits Eligible
Closing Date: December 2, 2024
Contact Person: Julie McLaughlin Julie.mclaughlin@ks.gov or 785-291-3801

Job Summary

The Kansas Department of Insurance is seeking a highly motivated and skilled Desktop Support Analyst to join our team. The incumbent will provide computer support, troubleshooting hardware, software, printer and network issues for the Department. 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. The ideal candidate for this position will have a strong technical background, excellent problem-solving skills and a passion for helping others.

For a complete position description, please contact the recruiter.

Key Responsibilities

- Monitor IT ticketing system; resolve issues in a timely manner or escalate to other staff if unable to assist
- Set up and assist users with issues regarding department issued phones and tablets
- Maintain inventory on phones and tablets and manage the policies on the devices through the appropriate management software
- Monitor and support printers and scanners
- Monitor daily backups and rotate tapes as needed
- Provide individualized training and support to department users
- Maintain conference room audio and visual equipment and provide assistance to users when using conference rooms

The Team

You will be part of a collaborative and hardworking team who are committed to providing exceptional service and support to the Department.

What We Have to Offer

The Department has a comprehensive benefits package that includes:

- No waiting period for health insurance coverage – eligible for insurance on day one
- Personal and professional growth opportunities by offering career development programs to further career advancement
- Outstanding work-life balance with flexible work schedules and a chance to work up to two days a week remotely after six months of employment with the Department
- Competitive Salary
- Paid holidays, vacation leave, sick leave, and parental leave
- Retention and Credential Bonus Opportunities
- KPERs Retirement plan and deferred compensation program
- Beautifully renovated office near Wanamaker Road with free parking and easy access to I-70

Qualifications

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

Ideal Candidates Will Have:

- 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.)

Additional Requirements

- As a condition of employment, candidates are subject to a pre-employment screening process to include name-based criminal history records check, reference/background

check of past and present employers and comprehensive KBI and FBI background check

- Verification of identity and employment eligibility to work in the U.S. is required by federal law. For a list of acceptable documents that establish these criteria, please refer to the federal Form I-9.
- The Kansas Department of Insurance does not provide sponsorship for this position.
- Kansas Tax Clearance Certificate is required, please visit the Department of Revenue's website for more information: <https://www.ksrevenue.org/taxclearance.html>
- Veteran's Preference Eligible – Learn more about claiming Veteran's preference at: <https://admin.ks.gov/offices/personnel-services/jobs/veterans-preference>

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
- Resume
- Cover letter
- 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. For more information and to obtain a Kansas Certificate of Tax Clearance go to the Kansas Department of Revenue's website at: <http://www.ksrevenue.org/taxclearance.html>. This is in accordance with Executive Order 2004-03. If you need assistance with the tax clearance, please contact 785-296-3199.

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 Department of Insurance is an Equal Opportunity Employer