



OFFICE OF THE ATTORNEY GENERAL
200 St. Paul Place
Baltimore, Maryland 21202
www.marylandattorneygeneral.gov

JOB ANNOUNCEMENT
Computer Information Services Specialist II
Information Technology Division

Posting Date: September 12, 2023

Closing Date: September 26, 2023

Job Title: Computer Information Services Specialist II **Position Type:** Regular Full Time

Salary: **\$53,627-\$85,951.** The salary range is based on a multitude of factors including applicable personnel rules, regulations, and guidelines.

Location: Information Technology Division, 200 Saint Paul Place, Baltimore, MD 21202

Telework Status: A hybrid remote telework and in-office schedule option may be available per OAG's policies and procedures.

DESCRIPTION: The Attorney General is the chief legal officer of the State of Maryland. The Office of the Attorney General (OAG) has the general charge, supervision, and direction of the legal business of the State, acting as legal advisors and representatives of the major agencies, various boards, commissions, officials and institutions of State Government. As Maryland's 47th Attorney General, Anthony G. Brown, leads the Office with a key focus on equity, justice, and fairness.

The Office of the Attorney General is seeking applicants for a Computer Information Services Specialist II to assist in day-to-day operations within the Information Technology Division. The position is responsible for answering user requests by phone or email, through the IT portal or in-person visit; logging requests into the IT helpdesk system, triaging these requests and escalating requests as necessary; working directly with users to resolve their requests via email, phone, in-person or remote management software; developing user manuals for personal computer hardware operation and software applications; managing inventory of personal computer hardware and software, supplies and equipment; managing the IT helpdesk ticket system by ensuring the closure of completed requests and running regular reports against the database to identify trends; assisting in the receiving of new hardware and in the disposal of outdated hardware; other day-to-day duties as required for the successful operation of the Information Technology Division.

QUALIFICATIONS & EXPERIENCE:

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.

Experience: One year of experience evaluating, implementing, and maintaining personal computer hardware and software. **Strong written and verbal communications and customer service skills.**

Notes:

1. Candidates may substitute experience responding to and resolving help desk calls from users of computers, or operating computer equipment for the purpose of data entry, word processing, spreadsheet, graphics, data base or other applications on a year-for-year basis for the required education.
2. Candidates may substitute nine credit hours in personal computer applications at an accredited college, university, or institution for one year of the required experience.
3. Candidates may substitute the completion of a certification program in computer repair, such as Microsoft A+ or an equivalent program for one year of the required experience.
4. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Cyber and Information Systems classifications or Cyber and Information Systems specialty codes in the Information Technology field of work on a year-for-year basis for the required experience.

Preferred Qualifications: Two years of experience responding to and resolving IT help desk requests; experience supporting Microsoft Windows 10, Windows 11 and Office 365 applications in a production IT environment; PC and laptop hardware troubleshooting skills;. CompTia A+ certification is preferred.

SUBMISSION: Interested persons should submit an application and supplemental questionnaire through the Department of Budget and Management, Maryland State Online Employment Center <https://www.jobapscloud.com/MD/> **Tuesday, September 26 , 2023 by 5 P.M.**

EMPLOYMENT BENEFITS: The successful candidate will be eligible for subsidized health benefits (medical, prescription, dental and vision coverage) and life insurance; leave, including annual (vacation), personal, sick, and paid parental leave; and will be eligible for participation in a contributory defined benefit pension plan in which they are vested after ten years. State employees are eligible to participate in two supplemental retirement plans: the 457 Deferred Compensation Plan and the 401 (k) Savings and Investment Plan. The State also offers a free mass transit benefit for local bus and express bus services.

EQUAL OPPORTUNITY EMPLOYER: The Office of the Attorney General is an equal opportunity employer that encourages all interested persons to apply regardless of race, color, religion or belief, ancestry, national origin, age, marital status, sexual orientation, gender identity and/or expression, disability, pregnancy, family or parental status, veteran status, genetic information, or any protected category prohibited by local, state or federal laws.

COMMITMENT TO DIVERSITY, EQUITY, INCLUSION, AND BELONGING: The Office of the Attorney General views equity, diversity, inclusion, and belonging as the pathway to achieving professional excellence and fostering and maintaining a culture where every employee can thrive. We strive to create a community that draws upon the best pool of talent to unify excellence and diversity while fully embracing individuals from varied backgrounds, cultures, races, identities, life experiences, perspectives, beliefs, and values. We honor, respect, and celebrate all differences, both visible and invisible, and are committed to recruiting, retaining, and promoting individuals who have historically been underrepresented in the practice of law and professional careers.