

MICHIGAN SENATE

SENATE BUSINESS OFFICE

POSITION POSTING

SERVICEDESK ADMINISTRATOR

SUMMARY:

This is an at-will, nonpartisan position in the Senate Business Office (SBO). The SBO oversees the general administrative operations of the Michigan Senate and includes the Facilities & Services, Finance, Human Resources, Office of the Director, Senate Information Services, and Senate Police departments.

Under the direction of the Director of the Senate Business Office, Senate Information Services (SIS) Director, and IT Operations Manager, and supervised by the Service Desk Supervisor, the Service Desk Administrator acts as the primary escalation contact for the Service Desk Analysts. The Service Desk Administrator also provides end user support, manages user access, and integrates Active Directory with identity management systems ensuring it is in sync with other directories. The Service Desk Administrator provides formal classroom instruction and informal one-on-one training on computer software. The Service Desk Administrator prepares training materials, including revisions to existing documentation and creation of new documentation.

ESSENTIAL JOB FUNCTIONS:

- Manages customer expectations in a positive and friendly manner, setting the organizational standard for customer engagement, and serving as a professional communication channel between end users and SIS
- Provides end user support and user access management
- Triage service requests and incidents appropriately, using ITIL methodology in the ITSM tool
- Provides first call resolutions, doing appropriate troubleshooting when possible and escalates as necessary
- Provides advanced technical and troubleshooting assistance related to computer hardware and software, and other tech tools and products
- Integrates Active Directory with identity management systems within various software applications, ensuring Active Directory is in sync with other directories
- Maintains access control lists, security groups, permissions, and structure of current on-premises mapped drives and/or cloud file shares
- Creates and maintains scripts that automate the end user lifecycle, including Human Resources Information Systems (HRIS) integration
- Manages all aspects of the end user lifecycle, including account access and mail forwarding
- Evaluates AD and OS administrative tasks performed by Service Desk and Technical Service staff and develops automated procedures to reduce steps, eliminate redundancy, and foster standardization
- Coordinates with Human Resources to maintain a current and accurate end user listing in Active Directory
- Monitors all relevant automations to ensure continuous operation; troubleshoots and resolves issues

- Develops new ways to automate routine tasks
- Researches acute technical problems such as inconsistent email retention, cluster communication failures, and public folder replication issues
- Assists and trains Service Desk Analysts in areas of advanced troubleshooting
- Provides cross functional tier one and tier two to process service requests and issues
- Develops and maintains accurate and relevant Service Desk knowledge documents
- Identifies problems, incidents, and requests correctly; then categorizes and prioritizes them in the ITSM tool
- Seeks knowledge and education to improve Service Desk competence and improve first call resolution
- Ensures tickets are resolved following approved procedures
- Coordinates ticket escalations, outages, and other technical communications to affected end users
- Provides on-site technical assistance on the Senate Chamber floor during Session
- Advises on written and interactive training materials and technology tip sheets; prepares new training materials and reviews existing documentation for revisions and updates

SECONDARY DUTIES AND RESPONSIBILITIES:

- Evaluates new or upgraded versions of software and produces written reports on user functionality
- Assists in maintaining an inventory of IT hardware and software assets
- Provides computer onboarding for new employees to familiarize them with Senate-related applications and sites
- Participates in special projects as assigned
- Performs other duties as assigned by the Service Desk Supervisor or IT Operations Manager

EDUCATION/EXPERIENCE:

- Associate Degree in a related technical field or professional certification on applicable software packages supported at the Michigan Senate preferred
- Three years or more of related personal computer software experience and/or software instruction training required
- Three years or more of user support preferred, performing activities that correspond to listed qualifications
- Experience working in a team-oriented, collaborative environment
- Other combinations of education and experience will be evaluated on an individual basis

SKILLS AND KNOWLEDGE REQUIRED:

- Advanced knowledge of Microsoft Office 365, including Word, Excel, Outlook, OneDrive, SharePoint, and Teams
- Knowledge of workstation operating system support consisting of Windows 11 and client software
- Knowledge of Android and iOS mobile device operating systems
- Excellent understanding of the Senate's goals and objectives
- Excellent interpersonal skills, with a focus on listening and questioning skills
- Excellent documentation skills
- Ability to teach introductory through advanced classes on Windows 11, Microsoft Office 365,

Internet access and navigation techniques

- Ability to communicate well with others, both orally and in writing
- Ability to conduct research into a wide range of computing issues as required
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language to non-technical end users
- Ability to work cooperatively with information and development analysts to solve problems
- Ability to prioritize multiple tasks in a fast-paced environment and work within time frames that may be rigid or subject to change on short notice
- Ability to work in a professional and nonpartisan manner
- Ability to work outside of prescribed work hours when necessary
- Ability to develop and maintain good working relationships with legislators and other elected officials, staff, vendors, and other agencies

This job description is not intended as a comprehensive list of all of the duties required of this position. Additional duties may be assigned from time to time, and the listed duties are subject to change at any time, with or without notice.

All offers of employment at the Michigan Senate are contingent upon clear results of a criminal history background check. Background checks will be conducted after a tentative offer of employment has been made and accepted.

STATUS: Salaried, with a standard benefit package

SALARY: \$60,000 – \$80,000

GOVERNING CAUCUS: Nonpartisan

This is a non-civil service, at-will position.

**Interested applicants, please submit
a cover letter and resume to:**

PO Box 30036

Lansing, MI 48909

Email: resume@senate.michigan.gov

The Michigan Senate considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, height, weight, disability, marital status, sexual orientation, gender identity or expression, or any other legally protected status. If you are a person with a qualified disability, you may request any needed reasonable accommodation to participate in the application, testing, and/or interview process by contacting the Senate ADA Coordinator at 517-373-1675.