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Legislative Office Consultant I

POSTING NUMBER **24014**

DATE POSTED **June 6, 2024** APPLICATION DEADLINE **June 20, 2024**

The Texas Legislative Council (TLC) is seeking an IT support consultant to join the Computer Support Center (CSC) section of the TLC Information Systems division. The CSC is the initial point of contact for IT-related inquiries in the legislative environment. This position represents the first in a series of roles designed to provide progressively greater responsibilities. At the start, the role is centered on IT support tasks, providing a solid foundation in our client's technical needs and business processes. As proficiency grows, particularly in understanding the business processes and systems unique to the legislative environment, the role naturally expands. This expansion allows for a transition toward responsibilities akin to those of a software quality assurance and business analyst.

DEPARTMENT Information Systems Division/Computer Support Section

SALARY AND BENEFITS \$4,250.00 per month or commensurate with experience. The council provides exceptional benefits, including paid vacation, sick leave, compensatory time, and state and federal holidays, excellent health, vision, and dental insurance, telecommuting opportunities, and a generous retirement plan. For more information on the council's benefits package, click [here](#).

The Robert E. Johnson Building includes free on-site covered parking and access to a bike cage, fitness facilities, workout classes, and on-site showers. The University of Texas Capitol Complex Child Development Center is conveniently located next door in the Barbara Jordan Building.

DESCRIPTION Supports legislative software. Assesses client business processes, recommends computer solutions, and provides technical support to client groups. Analyzes the legislative work flow, with an emphasis on the automated process and ensuring proper integration between multiple legislative applications. Assists applications project teams in developing and testing software applications, including creating detailed test scripts and user acceptance criteria. Writes end-user documentation for legislative software. Organizes and conducts customized training for members of legislative client groups. Supports legislative software for assigned client groups. Works independently with supervision from team leader and/or project leader.

RESPONSIBILITIES

Primary responsibilities for this position include:

- Provides one-on-one training and support.
- Troubleshoots computer problems.
- Processes calls and e-mail requests originated by the Help Desk.
- Supports client and group inquiries received by the TLC Support Team mailbox.
- Coordinates the computer setup for client groups' new employees with appropriate IS staff.
- Participates in the deployment of new software and hardware, including pre-deployment preparation and post-deployment follow-up visits.
- Provides client groups with file retention assistance and user ID maintenance.
- Assesses client business processes and matches to the technical tools available.
- Assists with providing chamber computer support with oversight.
- Works on long-term projects assigned by team leader.
- Participates and makes recommendations in application development and enhancements.
- Participates in beta testing and quality control for new and existing applications and hardware.
- Assists with producing written documentation.
- Maintains computer software skills through group participation, self-motivation, and training. Maintains effective communication with team leader regarding technical issues.
- Performs other duties as assigned.

QUALIFICATIONS

Experience and Education:

- Bachelor's degree in business administration, communication, computer science, education, government, or a related field.
- Experience working with computers.
- Experience working with clients with varying computer skill levels.
- An understanding of the legislative business process is strongly preferred.
- Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities:

- Some knowledge of the legislative process.
- Knowledge of computers and computer terminology.
- Knowledge of political protocol and sensitivity.
- Knowledge of the fundamentals of information systems.
- Strong skill in oral and written communication.
- Strong organizational skills.
- Skill in spelling, punctuation, and grammar.
- Skill in customer service.
- Skill in diagnosing and solving computer problems.
- Ability to learn a broad range of personal computer applications.
- Ability to work well under pressure and meet deadlines.
- Ability to use word processing applications.

- Ability to handle multiple tasks.
- Ability to maintain confidentiality of material and information.
- Ability to maintain regular attendance and punctuality.
- Ability to work well with others and as a member of a team.
- Ability to work overtime (includes late-night and weekend work throughout a legislative session).

TO APPLY

To be considered, an applicant must submit:

- A cover letter that explains the applicant's interest in the position and the reasons the applicant believes the applicant meets the qualifications stated above.
- A resume.
- A completed State of Texas Application for Employment (available on the council's website: <https://tlc.texas.gov/employment>).

Submit requested documentation by:

E-mail

TLCCareers@tlc.texas.gov (preferred method)

Fax

(512) 936-1064

Mail

Human Resources Office
Texas Legislative Council
P.O. Box 12128, Capitol Station
Austin, Texas 78711-2128

As a condition of employment, legal proof of authorization to work in the U.S. must be provided.

Requests for accommodation and/or services in the application process should be made to the above-cited contact.