

MICHIGAN HOUSE OF REPRESENTATIVES

POSITION DESCRIPTION

POSITION: Caucus User Support Specialist

GRADE: 7

REPORTS TO: Central Staff Director

POSITION SUMMARY: This is an at-will, partisan position. The Caucus User Support Specialist assists the respective caucus with maintenance, support, and training for caucus specific computer hardware and software.

PRINCIPAL ACCOUNTABILITIES: The Caucus User Support Specialist provides specific and general caucus user support by performing the following tasks when directed, as well as other duties as assigned:

- Create and enhance district-wide registered voter databases for use by Member offices for various forms of constituent contact
- Assign access and provide training on how to use voter databases and associated software
- Process mail files to meet bulk rate standards
- Administer caucus servers – control user security/access, file location, and perform server maintenance in conjunction with House Information Systems
- Represent the caucus in reviewing and approving data, hardware, and software used in the re-districting process
- Coordinate the caucus user support/help desk

The individual is expected to become familiar with the nature, demands, and expectations of working in the legislative environment. The Caucus User Support Specialist must be able to adapt and respond to demands that can increase or decrease according to ever-changing issues before the legislature. Presentation and customer service skills, problem solving, and analytical thinking are essential to this position.

JOB QUALIFICATIONS: Associates degree in computer science and/or equivalent position related experience. A thorough understanding of software installation and configuration setup for personal computers along with advanced experience working with Microsoft Office Suite or related applications is required.

Strong interpersonal skills are required to ensure effective communication with Members and other staff to meet close deadlines in support of individuals in highly visible and political positions.