



WILLIAM McNAMARA
COMPTROLLER

Commonwealth of Massachusetts

OFFICE OF THE COMPTROLLER

ONE ASHBURTON PLACE, 9TH FLOOR
BOSTON, MASSACHUSETTS 02108
(617) 727-5000
MACOMPTROLLER.ORG



OFFICE of the COMPTROLLER (CTR)

Service Desk Analyst, EDP II

Enterprise Systems Services (ESS) Team

FY25-013

About the Office of the Comptroller

The Office of the Comptroller ensures that the more than \$50 billion in annual transactions authorized by the general appropriations act and supplemental appropriations are executed in accordance with all statutory requirements and recorded in compliance with accounting standards. We also oversee capital assets, federal funding inflows, and other transactions. We also own and maintain statewide payments and payroll systems, safeguarding critical financial information. We operate in support of our partners, the financial staff at more than 150 departments and agencies across the Commonwealth.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

Summary of Enterprise Systems Services (ESS) Team

Enterprise Support Services (ESS) delivers critical IT services to ensure the smooth operation of daily business activities while supporting the strategic objectives of both the Office of the Comptroller and the Commonwealth of Massachusetts. ESS is tasked with maintaining and enhancing essential enterprise-wide systems that underpin state operations, including MMARS/LCM (the Commonwealth's financial systems), CTHRU (the transparency platform for government spending), and VendorWeb (the payment portal for state vendors). ESS plays a

pivotal role in managing several key relationships, including the Executive Office of Technology Services and Security (EOTSS), over 150 state departments, and external vendors.

Position Summary

CTR is seeking a **Service Desk Analyst** to join our team and ensure IT support for the organization. This is a fully on-site position at our **1 Ashburton Pl, Boston, MA 02108**. The work schedule for this position is **Monday – Friday 8:00 AM – 4:00 PM**. This position will be the first point of contact for technical issues, manage hardware and software troubleshooting, and support user onboarding and offboarding processes. The Service Desk Analyst's work directly contributes to the overall productivity and success of our team.

Specific Duties

The specific duties of this position include but are not limited to the following:

- Serve as the first line of contact for technical support inquiries, ensuring timely resolution or escalation of reported issues.
- Diagnose and troubleshoot Tier 1 hardware, software, and network issues, providing guidance to end-users.
- Manage and maintain accurate incident records in the ticketing system, documenting solutions and escalating unresolved issues to Tier 2/3 support teams.
- Perform IT-related tasks for onboarding and offboarding employees, including assistance with account provisioning and hardware setup or recovery processes.
- Collaborate with internal teams and external vendors to ensure seamless operations and minimal downtime.
- Monitor infrastructure performance and identify areas for improvement.
- Contribute to team documentation, including knowledge base articles and IT procedural guides.

Required Qualifications:

- Proficiency with Windows operating systems, Microsoft Office Suite, and common business applications.
- Strong analytical and problem-solving skills.
- Exceptional customer service and communication skills.
- At least an Associate's degree in IT, Computer Science, or a related field *OR* two (2) years of experience in an IT support or service desk role.

Preferred Qualifications:

This position requires a self-starter with the following capabilities and attributes:

- Familiarity with IT service management frameworks like ITIL.
- Experience with Active Directory, user account management, and basic network troubleshooting.

Minimum Entrance Requirements:

Applicants must have at least (A) three years of full-time, or equivalent part-time, professional experience in electronic data processing, of which (B) at least one year must have been in work in which the major duties included computer systems analysis, or (C) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. An Associate's degree with a major in the field of data processing or computer programming may be substituted for a maximum of one year of the required (A) experience.*

II. A Bachelor's or higher degree with a major in the field of data processing or computer and/or information science may be substituted for a maximum of two years of the required (A) experience.*

III. A diploma for completion of a two year full-time, or equivalent part-time, program in a recognized non-degree granting business or vocational/technical school above the high school level with a major in the field of computer programming may be substituted for a maximum of one year of the required (A) experience.*

IV. An official transcript from a recognized business or vocational/ technical school as evidence of completion of a program consisting of at least 650 hours of instruction in the field of computer programming may be substituted for a maximum of one year of the required (A) experience.

V. Graduation from the data processing course of a recognized vocational/technical high school may be substituted for a maximum of one year of the required (A) experience.

*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: No substitution will be allowed for the one year of the required (B) experience.

Bargaining Unit / Salary Range

NAGE UNIT 6 / Grade 12: \$67,349.36 - \$97,344.26

As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees. The range is based upon a series of steps. Any potential offer is determined based upon an analysis of the minimum entrance requirements, the candidate's relevant work experience and educational achievement level.

Comprehensive Benefits Package:

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans.

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs. This position may be eligible for the federal Public Service Loan Forgiveness (PSLF) program administered by the Federal Government.

Commitment to Diversity:

CTR is committed to building a diverse staff at all levels across its entire agency.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law.

CTR is an Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

Application Process:

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their materials electronically, by **E-mail** no later than 5:00 pm, on **December 25, 2024**.

Submissions should include the following:

- a cover letter; and

- resume.

Candidates chosen to advance to a second-round interview will also be required to submit:

- three business writing samples; and
- three professional references.

Please include position title and posting number (**FY25-013**) in the subject line of your submission. Your application package should be submitted to:

CTR-HR@mass.gov

Late submissions may be considered solely at the discretion of CTR.

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes:

- a Criminal Offender Record Information (CORI) check,
- Commonwealth Department of Revenue state tax compliance.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Further Information:

Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.