

Client Support Technician II

The Mississippi Department of Information Technology Services (ITS), Internal Services Division, is seeking a qualified person for the role of Client Support Technician II as a PC systems administrator. Successful candidates have applicable experience in information technology, computer science, or a related field and a desire to contribute to the success of the agency in a professional IT environment in state government, with ongoing opportunities for continued education and career development.

The position is a member of the LAN team, which provides technical administration of the agency's internal IT resources and support for all business units within ITS. Team members work under the direction of the LAN Manager and support approximately 150 user workstations running Windows 11 Enterprise OS across several subnets.

Key Responsibilities:

The candidate's primary duties as a PC systems administrator are to install, troubleshoot, upgrade, and maintain PC hardware and software for the employees of ITS. The administrator is responsible for the maintenance of several standard workstation images and configuration of agency PCs. The administrator is responsible for independently researching hardware and software issues reported by users through the helpdesk ticket system or by automated monitoring systems, and to troubleshoot and resolve those issues quickly while providing an excellent customer service experience.

The candidate's secondary duty is working on technical projects related to the primary duties, such as building new PC images, utilizing and administering software inventory and patching tools, or projects that automate processes or improve efficiency.

The candidate's duties will include, but are not limited to:

- Laptop and desktop client setup
- Client troubleshooting and support
- Helpdesk support and customer service
- Hardware and software inventory
- Some Windows Server, server application, SaaS, and networking administration
- Communication and documentation of tasks and projects

Required Experience:

- Typically requires High School Diploma or high school equivalency and relevant technical knowledge, an understanding of office automation and office systems operating environments and/or complex communication devices and 1-3 years of end user support experience.

Preferred Skills:

- Related experience in PC support and responding to end user helpdesk tickets with excellent customer service;
- In-depth knowledge of Microsoft Windows Operating Systems environment, specifically for an organization/business;
- Experience in Active Directory, Azure Active Directory and other Microsoft 365 apps and services
- Experience administering application services on Windows Servers;
- Working knowledge of security and network management in an enterprise network;
- Knowledge of basic networking concepts and client troubleshooting;
- Strong interpersonal and communication skills;
- Desire to work effectively with a team to accomplish team projects and goals;
- Discipline to work on assigned tasks autonomously and the initiative to identify and take ownership of issues that need to be addressed or resolved
- Ability to troubleshoot and solve technical problems;
- Ability to work within outlined standards;
- Excellent time management and ability to meet deadlines and manage multiple ongoing projects at a time;
- Ability to develop and maintain documentation for procedures, policies, and processes;
- Ability to quickly and efficiently manage multiple tasks and projects in a fast-paced, dynamic environment;
- Preference may be given to Microsoft or other relevant certifications.

Benefits:

- Insurance: Health, Life, Dental, Vision, other supplementals.
- Paid Time Off/Holidays
- Retirement Plan
- Employee Assistance Program
- Hybrid Remote Work Policy for eligible employees

Job Type: Full-Time (8 AM to 5 PM, Monday-Friday)

Salary: \$36,160.00-\$49,358.40 per year

- Interested applicants should email their resume to recruiting@its.ms.gov and include the position title in the email's Subject Line.