***Computer Operations Clerk I***

The Mississippi Department of Information Technology Services (ITS), Telecom Services Division, is seeking qualified persons for the role of Computer Operations Clerk I. This role is known as Service Center Specialists (SCS) that provide fast and useful technical assistance on computer systems within Mississippi State Government for the State’s Data Center. The SCS will work in a call center environment to answer questions on basic technical issues and offer recommendations for resolution. The SCS must have some technical knowledge and be able to communicate effectively to understand the problem and explain its solution. Candidates must also be customer-oriented in order to handle complex customer issues with professionalism and patience.

***Key Responsibilities:***

* Serve as the first point of contact for customers seeking technical assistance over the phone, email, or ticketing systems;
* Perform remote troubleshooting through diagnostic techniques and answer pertinent questions;
* Determine the best solution based on the issue and details provided by customers;
* Guide the customer through the problem-solving process;
* Escalate unresolved issues to the next level of support personnel for resolution;
* Provide accurate information on IT services;
* Record events and problems and their resolution in logs;
* Follow-up and update customer status and information;
* Pass on any feedback or suggestions by customers to the appropriate internal team;
* Identify and suggest possible improvements on procedures
* SCS monitor the mainframe, facilities, telecom circuits, phone lines, and open systems, and serve as the point of contact for operational customer service 24x7x365 and perform routine resolution activities.
* Monitor the mainframe and report failed jobs, failed hardware, check that processing resources are within parameters, etc. Failures are reported to Mainframe and Database Managers.
* Monitor the Data Center Facilities: All facility infrastructure is monitored including power/generators, water, HVAC, boilers, fire detection/suppression, leak detection, and perimeter cameras. The facility is walked a minimum of every 3 hours for a visual check of the facility. Issues/concerns are reported to the Facilities Staff.
* Monitor Telecom/Network Systems: ITS is responsible for monitoring around 800 routers throughout the State. Downed sites are reported to the network vendor for repair. ITS is also responsible for over 30,000 phone lines throughout the State. Phone line issues are reported to the telecom vendor(s) for repair.
* Utilize ticketing systems: ITS utilizes multiple ticketing systems. Proficiency in these systems is critical to getting incidents resolved and requests completed in a timely manner.
* Specialist may take on other tasks and duties as assigned by the Service Center Leads and Telecom Services Director.

***Preferred Skills:***

* SCS must be willing to work any of the three shifts, two of which are 10-hour shifts and one 8-hour shift. Shifts are subject to change at any time based on agency need and includes nights, weekends, and holidays;
* SCS must have reliable transportation;
* Proven experience as a help desk technician or other customer support role;
* General technical experience working computer systems, mobile devices, and other technical solutions;
* Ability to diagnose and resolve basic technical issues;
* Ability to work effectively in a shared work environment and collaborate with other Service Center Specialist and Team Leads;
* Excellent oral and written communication skills;
* Customer-oriented and cool-tempered.

***Qualifications:***

Typically requires High School Diploma or high school equivalency and 0-3 years of relevant experience

***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-$49,357.40 per year

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