

**About the Position:**

The Mississippi Department of Finance & Administration is seeking a Client Support Technician II with an AV Support focus for the Office of Information Technology. The primary duties will include supporting the operation of audio and visual equipment in the various board rooms, conference rooms, and meeting rooms in the Capitol Complex in Jackson, Mississippi. Additional duties will include IT customer support and training for end-users, set-up and maintenance of PC/MAC, installation of computer peripherals, support for software applications (ex O365, Office Suite) and assisting the Network Team in configuring network devices.

**What you'll need to be Successful:**

Incumbents at this level handle technical issues with a moderate complexity, frequently independently. This position requires experience in hardware and software setup, system administration, maintenance and troubleshooting, and end-user support. Professional experience with Windows operating systems, MS Office Suite and Office 365, PC and Apple hardware are required. Strong troubleshooting and problem-solving skills, the ability to work under pressure, and being highly detail-oriented and analytical are required. This is a customer-facing position and direct professional experience supporting IT and AV needs for clients is a must.

**Qualifications:**

A two-year degree from an accredited institution in an IT discipline and at least one year of applicable professional experience directly supporting office automation, desktops, laptops, operating systems, networked devices, and software is required. A four-year degree in an IT discipline is preferred. Experience supporting audio and visual equipment in meeting rooms preferred.

**Salary Range:**

\$36,160.00 - \$49,358.40