

About the Position:

The Mississippi Department of Finance & Administration is seeking a Client Support Technician Team Lead for the Office of Information Technology. The primary duties will include directly supporting the Client Support Technician Supervisor, the provisioning of IT end user service management support including a portfolio of software and hardware products, overseeing end user start up and ongoing usage training, providing the training, resources, and assistance necessary for help desk technician staff success, and network account creation and management. Additional duties will include oversight of a help desk ticketing system, assisting in the operation of a help desk call center, and collaboration with other IT components to ensure the successful implementation and operation of IT initiatives as defined by OIT management. Advanced knowledge of O365 and all Microsoft Suite applications, Windows based PC operations and configurations, and Apple iOS are required.

What you'll need to be Successful:

Incumbents at this level handle moderately complex desktop, laptop, and mobile hardware and software troubleshooting and resolution, frequently independently. As the Lead will be the primary backup to the Client Support Technician Supervisor. This position requires experience in administration, maintenance, and end-user support of Windows OS, experience with enterprise-level help desk ticketing systems, extensive knowledge of PC/MAC hardware and software applications, thorough knowledge of MS Office Suite and Office 365, strong troubleshooting, analytical, problem-solving skills, and highly detail-oriented, strong document skills, and able to make connections between similar technical issues. Customer support skills are a must.

Preferred Qualifications:

Typically requires High School Diploma or high school equivalency and 5-8 years of experience in an IT end user support environment with documented increasing levels of responsibility. An IT related AA or four-year degree preferred.

Starting salary: \$50,798.15