



MISSISSIPPI
DEPARTMENT OF
EDUCATION

CAREER OPPORTUNITY

CLIENT SUPPORT TECHNICIAN III OFFICE OF TECHNOLOGY AND STRATEGIC SERVICES (OTSS) STATE SERVICE

Salary Range: \$40,138.00 - \$60,266.00

Salary will be negotiable and commensurate with experience.

RESPONSIBILITIES:

The MS Department of Education is seeking a Client Support Technician III for the Office of Technology and Strategic Services (OTSS). The position will entail support for end-customers, set up and maintenance of office equipment, software applications, and assisting the network team in configuring network devices.

Responsibilities will include, but are not limited to:

- Ensuring the functionality of all PC/MAC desktops/laptops.
- Providing support for all standard productivity software (Microsoft 365 / Office Suite).
- Providing training and creating technical documentation for customer use.
- Installing computer peripheral devices for customers.
- Providing technical assistance and support for incoming queries and issues related to computer systems running MacOS and Windows operating systems.
- Tracking and resolving end user help desk requests through the online ticketing system.
- Providing remote desktop support.

SPECIAL QUALIFICATIONS:

- Experience in administration, maintenance, and end-user support of Mac and Windows OS.
- Experience with enterprise-level help desk ticketing systems.
- Extensive knowledge of PC/MAC hardware and software applications.
- Extensive knowledge of MS Office Suite and Microsoft 365.
- Strong troubleshooting, analytical, and problem-solving skills.
- Experience with Microsoft Intune and SCCM a plus.
- Experience with user/device administration in Active Directory and Entra ID.
- Highly detail-oriented, strong documentation skills, and able to make connections between similar problems.

EXPERIENCE/EDUCATION REQUIREMENTS:

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 2-4 years of end user support experience.

APPLY

- Visit [Mississippi State Personnel Board](#) to apply
- Deadline: June 3, 2025

BENEFITS

- [mdek12.org/humanresources/mde-employee-benefits/](#)

INQUIRIES

- John Hartley
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