



**Secretary of State's Office  
HelpDesk Manager  
Technology Services Division**

**Responsibilities:**

- Provide guidance and direction to Agency designated staff in their roles to provide technical support to the Mississippi Secretary of State's Office.
- Provide escalation pathway for the HelpDesk team.
- Manage technical specialist and Agency leadership relations.
- Monitor and respond to requests received through ticketing system
- Resolves complex operating problems that may impact the integrity of the network environment
- Design and customize technological systems and platforms to improve customer experience
- Ensures that systems meet the agency's business and technical requirements, as well as end user objections
- Enhances the productivity and efficiency of the network through the implementation of new updates and releases
- Oversee the technological infrastructure (networks and computer systems) in the organization to ensure optimal performance
- Performs related or similar duties as required or assigned

**Requirements:**

- Associates Degree or higher in Applied Sciences with a focus on Networking, Computer Science, or other technically related field
- 3+ years of proven experience working as a systems or network administrator
- 2+ years of proven experience managing technical staff
- Proven knowledge of IT systems and infrastructure
- Solid understanding client and server communications, including SSL and e-mail operations
- Solid understanding of networking and virtualization.
- Knowledge of Microsoft products including Office 2016/365, Server 2012/2016, Windows 7/10
- Ability to use time management strategies to work efficiently
- Superior analytical and problem-solving capabilities
- Strong work ethic and excellent communication skills
- Strong interpersonal abilities

**Preferred:**

- Experience with remote desktop tools, such as Bomgar or Microsoft Remote Desktop
- Experience with a Help Desk ticketing system
- IT Certification from CompTIA, ITIL, Cisco, or Microsoft
- Certified Public Manager or equivalent management certification