Secretary of State's Office

Lead Technical Specialist

Technology Services Division

Responsibilities:

- Provide support for Agency workstations, hardware and software
- Monitor and respond to requests received through ticketing system
- Manages elements of a complex LAN/WAN that encompasses multiple operating systems and technologies
- 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
- 5+ years of proven experience working as a systems or network administrator
- 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 2012/2016/2019, 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
- Experience with server hardware, network switches, and associated components that can be found in a modern data center environment.
- Familiarity with State of Mississippi procurement processes