



**Michael Watson**  
SECRETARY OF STATE

**Secretary of State's Office  
Technical Specialist  
Technology Services Division**

**Responsibilities:**

- Provide support for Agency workstations, hardware and software
- Monitor and respond to requests received through ticketing system
- Document internal processes and procedures that occurred as part of problem resolution
- Performs related or similar duties as required or assigned
- Installation, support, troubleshooting, and upgrade of Microsoft based operating systems, along with e-mail, associated Agency software.
- Work with vendors for warranty assessment
- Maintenance of printers, cabling, monitors, projectors, cell phones, and other associated equipment
- Limited work with server technologies with room for growth

**Requirements:**

- Associates Degree or higher in Applied Sciences with a focus on Networking, Computer Science, or other technically related field
- Knowledge of Microsoft products including Office 2016/365, Server 2012/2016, Windows 7/10
- Ability to use time management strategies to work efficiently and effectively
- Strong work ethic and excellent communication skills
- MUST have great customer service and ability to work well in a fluid environment

**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