SMPDD
Southern Mississippi Planning & Development District
BUILDING A STRONGER MISSISSIPPI

Special Projects Division Job Description

Job Title: Service Desk Technician

Position Summary:

Southern Mississippi Planning & Development District (SMPDD) is seeking a detail-oriented, organized, and customer-focused Service Desk Technician to provide technical support to employees and assist with the day-to-day operation of SMPDD's IT environment.

The Service Desk Technician will be responsible for diagnosing and resolving hardware, software, network, account, and connectivity issues while providing timely and professional support to end users. The ideal candidate will have strong troubleshooting and problem-solving skills, the ability to work independently, and a willingness to learn new technologies.

Responsibilities:

- Provide first-level and second-level technical support to employees through a ticketing system, phone, email, and in-person support.
- Troubleshoot and resolve hardware, software, networking, connectivity, and user-access issues.
- Support and administer Google Workspace and Microsoft 365, including user accounts, email, applications, and related services.
- Assist with Active Directory user and computer account management, permissions, and Group Policy-related issues.
- Troubleshoot and support DHCP, DNS, network connectivity, and other core network services.
- Support UniFi network equipment, including switches, wireless access points, and related network infrastructure.
- Provide support for VoIP phone systems, extensions, voicemail, and related communication services.
- Support eFax and email encryption solutions and troubleshoot related user issues.
- Assist with virtualized environments utilizing VMware ESXi and Proxmox.
- Diagnose and resolve workstation, laptop, printer, peripheral, and other hardware-related issues.
- Maintain accurate records of support requests, troubleshooting steps, resolutions, and technical documentation.
- Properly prioritize and manage multiple service desk tickets while meeting established response and resolution expectations.
- Escalate complex issues when necessary while maintaining ownership of the issue through resolution.
- Assist with IT deployments, upgrades, maintenance, and other technology projects as needed.
- Maintain a high level of organization and attention to detail when documenting systems, equipment, procedures, and support activities.
- Provide excellent customer service and communicate technical information clearly to users with varying levels of technical knowledge.
- All other duties as assigned

Preferred Qualifications:

- At least 2 years of experience in a Service Desk, Help Desk, Desktop Support, or IT Support role.
- Experience providing Level 2 technical support in a business or enterprise environment.
- Strong hands-on troubleshooting experience with Windows 10/11, Microsoft Office/Microsoft 365, hardware, peripherals, printers, and network connectivity.
- Experience with Active Directory, Group Policy, DNS, DHCP, TCP/IP, Wi-Fi, and basic network troubleshooting.
- Experience administering or supporting Google Workspace and Microsoft 365 environments.
- Experience with UniFi network equipment, VoIP systems, eFax, email encryption, VMware ESXi, or Proxmox is highly desirable.
- Experience with an IT ticketing/service management system and maintaining detailed technical documentation.
- Familiarity with remote support and endpoint management tools.
- Basic knowledge of cybersecurity principles, endpoint security, authentication, MFA, and common security best practices.
- Experience with PowerShell or other scripting/automation tools is a plus.
- Associate degree or technical training in Information Technology, Computer Science, Networking, or a related field is preferred.
- Ability to work independently, prioritize multiple tickets, and appropriately escalate issues that require additional assistance.
- Strong customer-service skills with the ability to communicate technical information clearly to both technical and non-technical employees.
- Certifications such as CompTIA A+, Network+, Security+ or Microsoft Certified: Modern Desktop Administrator Associate are also favorable.
- Valid Driver's License and access to an insured and reliable vehicle for work related travel

Salary: Salary Range $45,000 - $50,000 based on experience

Location and Working Conditions: Gulfport, MS, with possible travel to all office sites. May require lifting and moving IT equipment (up to 50lbs). After-hours support may be required during projects.

Reports to: Information Technology Operations Administrator

Employment Status: Full-time, Salaried, Non-Exempt.