



# JOB ANNOUNCEMENT

## **Client Support Technician III, Museum System Specialist**

Administration

Starting annual salary: \$40,137.60

Application deadline: August 8, 2022

This Mississippi Department of Archives and History is recruiting an AV Administrator to serve as primary contact for support of Mississippi History, Civil Rights, and Old Capitol Museums Audio Visual backend systems. Infrastructure includes museum exhibits, classrooms, computer labs, online distance learning, and on-campus special events. Incumbents at this level will ensure that all AV enterprise system servers and centralized equipment are performing at optimal and reliable levels, and all service issues are addressed, evaluated, and remediated quickly. This position will also require an individual to work as part of a team to resolve day-to-day HelpDesk issues regarding hardware/software problems and managing user accounts.

The ideal candidate will have skills, ability, and/or experience working in the following areas:

- Strong customer service
- Ability to work independently and as part of a team
- Willingness to work outside the regular work schedule when required
- Willingness to travel to remote sites within the state
- Basic understanding of installed AV systems Microsoft Windows 7, 10 and Microsoft Office 365, 2013, 2016
- End-user IT desktop support experience
- Desktop hardware setup and support experience (PC, scanner, printer, etc.)
- Mobile device setup and support experience (Laptop, tablet, smartphone, etc.)
- Detail- orientation with strong communication abilities
- Ability to lift up to 50 pounds

### **Education must meet one of the following criteria:**

- Bachelor's degree from an accredited four-year college or university in computer science, data processing, business information systems, or a related field
- Associate's degree from an accredited two-year college in computer science, data processing, business information systems, or a related field, and two years of directly related field experience
- Graduation from a standard four-year high school or equivalent (GED), and four years of directly related experience

Work hours for this role are Wednesday through Saturday, 8 am to 5 pm, and Sunday, 9 am to 5 pm. Candidates should also be willing to work some evenings.

To apply for this position, submit an online application via the Mississippi State Personnel Board. For more information, contact the MDAH human resources office at 601-576-6866. The Mississippi Department of Archives and History is an equal opportunity employer.