



MISSISSIPPI STATE DEPARTMENT OF HEALTH

Client Support Technician II (IT02) — WIC Program

About the Position: The Mississippi State Department of Health WIC Program is seeking to fill two (2) Client Support Technician II contract vacancies. The Client Support Technician II will serve as the first point of contact for participants, clinics and users seeking technical assistance over the phone or email, perform remote troubleshooting through diagnostic techniques and pertinent questions, understanding of the *Spirit* and *WIC Connect* software.

What You'll Need to be Successful: Must have helpdesk/call center experience, excellent computer skills, must have the ability to perform desktop installation and provide remote technical troubleshooting. Must have intermediate or advanced knowledge of Microsoft Word, Excel, PowerPoint, Microsoft Teams, and Zoom. Must have excellent written and verbal communication skills.

Duties: (1) Command and display a complete understanding of the Spirit and WIC Connect software, policies, and frequently asked questions as applicable to the Helpdesk for participant, clinical, and vendor related questions as trained. (2) Have a thorough understanding of the ticketing system. (3) Serve as the first point of contact for customers seeking technical assistance over the phone or email. (4) Perform remote troubleshooting through diagnostic techniques and pertinent questions. (5) Determine the best solution based on the issue and details provided by customers. (6) Walk the customer through the problem-solving process. (7) Direct unresolved issues to the next level of support personnel. (8) Provide accurate information on IT products or services. (9) Record events and problems and their resolution in logs. (10) Follow-up and update customer status and information. (11) Pass on any feedback or suggestions by customers to the appropriate internal team. (12) Identify and suggest possible improvements for procedures.

Pay Rate: \$17.38 per hour

Schedule: 40 hours/week

Location(s): (1) Ridgeland, MS, Madison County

Preferred Qualifications: Typically requires High School Diploma or high school equivalency and relevant technical knowledge an understanding of office automation and office systems operating environments and/or complex communication devices and 1-3 years of end user support experience.

How to Apply: Interested applicants should submit resumes to: Mavis Muhammad at Mavis.Muhammad@msdh.ms.gov. Incomplete or late submissions will not be considered.

Deadline to Apply is January 31, 2025 at 5:00pm CT

To learn more about the Mississippi State Department of Health, please visit our website at msdh.ms.gov. *MSDH is an Equal Opportunity Employer*