# Position Announcement-IT Support Technician
## Mississippi Food Network
## Jackson, MS

## POSITION SUMMARY

The IT Support Technician is responsible for maintaining computer systems and other technologies for the organization, including but not limited to desktop applications, custom applications, and computer hardware.

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## RESPONSIBILITIES

- Comply with all AIB regulations and adhere to food safety compliance standards.
- Manage all information and technology systems to support company goals.
- Research emerging technologies to decide if installing them can increase the organization's efficiency and effectiveness.
- Finalize and monitor IT policies and procedures.
- Oversee the installation and configuration of new systems.
- Work with IT vendors and service providers to ensure security and integrity of all data and systems.
- Review and approve billing invoices from technology vendors and service providers.
- Set up new user accounts and profiles
- Assist with new hire onboarding procedures
- Provide technical support and assistance to end-users
- Monitor and track Feeding America Service Help Desk and in-house support requests and ensure they are completed timely
- Assist in technical aspects of project management across all departments.
- Other duties as assigned or needed.

## QUALIFICATIONS

- Bachelor's degree and/or equivalent work experience.
- Minimum 3 years' experience supporting technical needs in a fast-paced environment.
- Most recent experience providing technical support for server, storage, and network infrastructures
- Must have experience or knowledge of backup and recovery tools, needed to implement snapshot.
- Must have experience or knowledge of Active Directory, Azure AD, PowerShell, Microsoft 365, DNS, DHCP and Group Policy Management.

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- Must have provided endpoint support for desktops, laptops, printers, and applications.
- Must have experience with or knowledge of file server maintenance
- Ability to multitask and complete assignments in a timely manner with accuracy and minimal supervision.
- Ability to communicate effectively with employees, consultants, and work independently in completing tasks as needed.
- Experience in an accounting environment is a plus

**Apply:** Applications are accepted by email or mail. Send your resume to Human Resources, Mississippi Food Network

- humanresources@msfoodnet.org with the subject line "IT Support Technician"
- PO Box 411, Jackson, MS  39205

**We are an equal opportunity employer**