



MISSOURI PUBLIC SERVICE COMMISSION

JOB OPPORTUNITY

SENIOR CLIENT SUPPORT TECHNICIAN

The Missouri Public Service Commission is seeking a self-directed, detail-orientated individual to join our Information Services team as a Helpdesk Technician. This position is based in our Jefferson City office with occasional travel to our St. Louis or Kansas City offices.

This position will be responsible for supporting the agency's computer systems in an active directory network environment. Duties include managing and completing Helpdesk requests; researching, testing and troubleshooting network computer workstations; computer hard-drive imaging and image management; information systems and procedures documentation; and providing management reports. This position will also perform general systems analysis and serve a consulting role giving recommendations for the use of technology to assist the agency and its stakeholders.

QUALIFICATIONS – Minimum qualifications are a high school diploma or equivalent and 2-4 years of information technology support experience.

Preference given to candidates with:

- Proven customer support experience;
- Customer orientation and ability to adapt/respond to different personalities;
- Experience supporting network printers;
- Strong interpersonal skills;
- Exposure to Microsoft server software including Active Directory.

Starting salary will be commensurate with education and experience. The annual salary range for a Senior Client Support Technician is \$57,831 - \$64,504 plus benefits. Benefits include 13 paid holidays annually, 10 hours paid sick and vacation time each month, potential telecommuting options, flexible work schedules, physical fitness opportunities, and tuition reimbursement. The position also offers optional life, medical, dental and vision coverage, and the state employee pension plan. To be considered for this position, please send an application, resume, and a copy of each transcript from all colleges/universities attended by 5:00 pm **May 24, 2024** to: MO Public Service Commission, **Reference Number AD040524**, P.O. Box 360, Jefferson City, Missouri 65102 or via e-mail to pscjobs@psc.mo.gov. For additional information, visit http://psc.mo.gov/General/Career_Opportunities.

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