**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.

**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.
* 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](mailto:humanresources@msfoodnet.org) with the subject line “IT Support Technician”
* PO Box 411, Jackson, MS 39205

**We are an equal opportunity employer**