



MISSISSIPPI
DEPARTMENT OF
EDUCATION

CAREER OPPORTUNITY

ADMINISTRATIVE SUPPORT ASSISTANT II OFFICE OF TECHNOLOGY AND STRATEGIC SERVICES STATE SERVICE

Salary Range: \$24,024.00 - \$36,071.00

Salary will be negotiable and commensurate with experience.

RESPONSIBILITIES:

The MS Department of Education is seeking an Administrative Support Assistant II for the Office of Technology and Strategic Services. Incumbents perform a variety of administrative duties in developing and carrying out the mission of the department. Examples of work performed in this classification include, but are not limited to the following:

- Serve as the primary support/contact for the Office of Technology and Strategic Services (OTSS).
- Serve as the primary timekeeper.
- Prepare requisition for goods and/or services, receives supplies/material/equipment, and maintain inventory counts.
- Maintain spreadsheets and tracking of documentation in support of budgets/grants.
- Schedule and arrange travel plans and verify travel related expense reimbursements.
- Receive and distribute mail and other materials in a timely manner.
- Establish and maintain an electronic filing system for classifying and retrieving correspondences.
- Provide Level 1 Support through the Helpdesk ticketing system.
- Assign Level 2 and Level 3 helpdesk tickets to the appropriate technician based on services requested.

SPECIAL QUALIFICATIONS:

- Strong Organizational Skills: The ability to manage multiple tasks, prioritize responsibilities, and maintain efficient filing system for classifying and retrieving documents.
- Attention to Detail: Accuracy in handling data, preparing reports, and managing correspondence.
- Communication Skills: Clear and effective communication with internal and external stakeholders, as well as the ability to relay messages accurately.
- Time-Management Skills: Prioritizing tasks, meeting deadlines, and managing schedules efficiently.
- Problem-Solving Skills: Being able to identify issues, propose solutions, and resolve challenges independently or with minimal supervision.
- Software Proficiency: Proficiency in Microsoft Office Suite and other relevant software for financial management, report preparation, and communication.
- Confidentiality: Handling sensitive information with discretion and maintaining confidentiality.
- Team Collaboration: Working collaboratively with team members, sharing information, and supporting colleagues in various tasks and projects.



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359 North West Street | Jackson, MS | 39205-0771 | Hinds County | mdek12.org
Mississippi Department of Education is an Equal Opportunity Employer

SPECIAL QUALIFICATIONS- PREFERRED:

- Knowledge of the State of Mississippi LEAVE policies.
- Proficiency with Microsoft Office Excel.
- Experience with MAGIC and/or MAGIC Shopping Cart.
- Customer Service and/or Help Desk Experience.

EXPERIENCE/EDUCATION REQUIREMENTS:

Typically requires High School Diploma or equivalent and 1-3 years of experience.

APPLY

- Visit [Mississippi State Personnel Board](#) to apply
- Deadline: March 22, 2024

BENEFITS

- mdek12.org/OHR/MDE-Employee-Benefits

INQUIRIES

- Debra Hines
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601-359-3487

