**Network Infrastructure Specialist I**

***Job Description***

The Mississippi Department of Information Technology Services (ITS) is seeking a motivated and detail-oriented Network Infrastructure Specialist to join our dynamic team. This position is responsible for day-to-day programming on the Enterprise telephone system, as well as the C-Spire Hosted VoIP platform. This position will also include addressing advanced user questions and problems from internal and external customers. This position is responsible for providing more complex technical support of a call center environment (including phones, scripts, queues), mobile phone management, softphones on a workstation, software, telephones, peripherals, applications, and related technology.

***Key Responsibilities***

* Performs moves, adds, and changes for primary phone services (internal and external) with minimum supervision.
* Support contact centers and be able to identify potential issues or opportunities where process improvement can significantly improve efficiencies, quality and overall customer satisfaction.
* Monitor and take ownership of Incidents and Requests that are sent from the service center and handle within a timely manner.
* Interact with vendors for incident resolution as required.
* Consult with IT personnel, as necessary, to diagnose and resolve system or networking issues.
* Perform assigned tasks with minimum supervision and manage efforts based on proper triage prioritization, documentation and closure; take corrective action and/or escalate incidences to reduce voice service down time.

***Qualifications:***

Typically requires a Bachelor’s Degree and 0-2 years of IT experience.

***Preferred Skills:***

* Preferred experience with programming Avaya Enterprise telephony systems, including ASA and Avaya System Manager, Avaya Messaging (Voicemail).
* Consideration given to those with knowledge of Avaya CMS (Call Management System), WFO (Workforce Engagement) and/or C-Spire Hosted VOIP (ODIN).
* General knowledge and understanding of network infrastructure (LAN, VLAN, Switches, ports, patch panels, IP addresses).
* Understanding of SIP and H.323 protocols and analog/digital service types.
	+ Ability to troubleshoot each type of service from origination to termination.
* Experience with Microsoft Windows and Office365 products (Word, Excel, Outlook).
* Strong problem-solving skills.
* Ability to be on-call and deliver support during operations service interruptions. Ability to work after-hours (evenings and weekends if required supporting business needs or IT initiatives
* Ability to travel among other local and statewide locations, if needed.

***Benefits:***

* Insurance: Health, Life, Dental, Vision, other supplementals.
* Paid Time Off/Holidays
* Retirement Plan
* Employee Assistance Program
* Remote Work Policy for eligible employees

***Job Type:*** Full-Time (8 AM to 5 PM, Monday-Friday)

**Salary:** $40,137.60-$54,787.82

Interested applicants should email their resume and/or a State of Mississippi Application to recruiting@its.ms.gov **and include the position title in the email’s Subject Line.**