



Managed IT Services Technician

TechSource Solutions Inc · 601-914-6888 · Madison, MS · Full-Time Position

Position Overview

We are seeking a motivated and customer-focused Technician to join our team. In this role, you will provide technical support and IT solutions to our clients, handling a mix of help desk, remote, and on-site support across a variety of technologies. This is a great opportunity for a technician who enjoys solving problems, working directly with clients, and continuously building new skills in a fast-paced MSP environment.

Key Responsibilities

- Respond to client service requests by phone, email, and remote management tools while meeting established service level expectations.
- Provide both remote and on-site troubleshooting for desktops, laptops, servers, printers, networks, firewalls and mobile devices.
- Assist with cybersecurity best practices including endpoint protection, MFA, email security, vulnerability remediation, and security awareness initiatives.
- Install, configure, and maintain hardware, software, and peripherals for client environments.
- Perform routine maintenance including patch management, backups, and system monitoring.
- Diagnose and resolve issues related to Microsoft 365, Active Directory, networking (routers, switches, firewalls, Wi-Fi), and cloud services.
- Set up new user accounts, workstations, and equipment for onboarding and offboarding.
- Escalate complex issues to senior technicians or engineers as needed, providing clear documentation.
- Maintain accurate and detailed records of work performed in the ticketing/documentation system.
- Communicate clearly and professionally with clients, setting expectations and providing status updates.
- Continuously expand technical knowledge through company-sponsored training, certifications, and self-directed learning.
- Travel to client sites as needed within the local service area.

Required Qualifications

- 2+ years of experience in IT support, help desk, or a related technical role; MSP experience preferred.

- Working knowledge of Windows desktop/server operating systems, Microsoft 365, and general networking concepts.
- Familiarity with Active Directory, RMM/PSA tools, and remote support software is a plus.
- Strong troubleshooting and problem-solving skills.
- Excellent communication and customer service skills.
- Strong documentation skills
- Ability to explain technical issues to non-technical users
- Ability to work independently while collaborating with a team
- Ability to prioritize and manage multiple tickets/tasks in a fast-paced environment.
- Professional appearance and customer-focused attitude
- Valid driver's license and reliable transportation for on-site client visits.
- Relevant certifications (CompTIA A+, Network+, Security+, Microsoft, etc.) preferred but not required.

Compensation & Benefits

- Competitive salary commensurate with experience
- Company-paid medical insurance
- Company-paid dental insurance
- Company-paid vision insurance
- Paid time off and holidays
- 401(k) with company match
- 125 Cafeteria Plan that includes
 - * Flexible Spending Account (FSA) - Unreimbursed medical expenses
 - * Dependent Care Assistance Plan (DCAP) - Childcare expenses pre-tax
 - * Premium-Only Plan (POP) - Insurance premiums pre-tax.
- Cell phone provided
- Company-paid technical training and certification opportunities

How to Apply

Submit your resume and a brief description of relevant work experience to resume@techsource.ms or apply in-person at our office at 1230 Hwy 51, Madison, MS 39110. We review applications on a rolling basis and will contact qualified candidates to schedule an interview.

TechSource Solutions is an equal opportunity employer.