IT Desktop Support Technician

Position Summary

The Warren County government seeks a knowledgeable and bondable IT Desktop Support Technician to provide comprehensive technical support for the newly established Warren County Jail facility. This position requires hands-on troubleshooting, installation, maintenance, and user support related to desktop computers, peripherals, and related network technology within the jail environment.

Key Responsibilities

- Provide on-site and remote technical support for desktop hardware, software, and peripherals for Jail staff.

- Install, configure, and maintain computers, printers, telephony equipment, and other IT assets.

- Troubleshoot and resolve technical issues efficiently to minimize disruption of jail operations.

- Collaborate with county IT and security teams to ensure compliance with all technology and security protocols specific to the jail environment.

- Maintain documentation of supported equipment, configurations, and incidents.

- Assist in the setup and management of user accounts, permissions, and security settings as required, utilizing MS365 and Jail RMS.

- Ensure all support practices adhere to state and county regulations.

- Participate in regular security clearances and mandatory background checks as required for jail access.

Minimum Qualifications

Requirement	Details
Education	High School Diploma or equivalent; associate degree in IT or related field preferred
Experience	Minimum 2 years of desktop support experience, preferably in a secure or correctional facility environment
Technical Skills	Proficiency with Windows OS, Microsoft Office Suite, Active Directory, **ADSI** and common desktop hardware

Jail Software Experience	Familiarity with jail management software such as OMS, JailTracker, CORIS, Tyler Technologies, Securus, or Tritech is preferred
Security Clearance & Bonding	Must be bondable; must pass all background checks performed by the State of Mississippi and Warren County/Vicksburg authorities
Other Requirements	Ability to pass drug screening and submit to periodic security investigations
Communication Skills	Strong verbal and written communication skills; ability to work with diverse teams
Work Environment & Physical Requirements	Ability to work in a secure jail environment and comply with all safety and security protocols

Preferred Qualifications

- Certification such as CompTIA A+, Microsoft Certified IT Professional (MCITP), or equivalent.

- Experience supporting IT infrastructure in a correctional or law enforcement setting.

- Knowledge of jail management software and secure network systems.

Jail Software Knowledge (Preferred)

Experience or familiarity with any of the following jail/correctional facility management software is highly desirable:

Software Name	Description
OMS (Offender Management System)	Commonly used for inmate records, tracking, and facility management.
JailTracker	Inmate management software providing tracking and reporting features.
CORIS	Correctional management software used in various counties for inmate information management.
Tyler Technologies Jail Management System	Comprehensive jail management with modules for booking, reporting, and scheduling.

Securus Technologies	Includes communication and management tools designed for correctional facilities.
Tritech Software Systems	Provides integrated public safety and corrections software solutions.

This position requires strict adherence to county government policies and state regulations governing technology and security in correctional facilities. The successful candidate will be required to maintain confidentiality and demonstrate integrity consistent with the responsibilities of working in a secure jail environment.

Benefits include excellent pay based on the level of experience. Fringe benefits include health and life insurances, retirement plan, and leave accrual plan. Other optional insurances and deferred compensation programs available by payroll deduction.

Those interested in this position should apply through Indeed. The deadline to apply is 12:00 p.m. on Monday, January 26, 2026.

If you have any questions, please contact Nkemdili Lewis, County Administrator, at 601-634-8073.

Warren County is an Equal Employment Opportunity Employer.