

MSS IT Support Technician

MISSION STATEMENT

MSS (Midland Shared Spaces) empowers nonprofits by enhancing efficiency, providing essential services, and fostering a collaborative environment.

ORGANIZATIONAL RELATIONSHIP(S):

The IT Support Technician reports to the IT Director and works closely with other IT Support Technicians and internal staff across departments. This is an individual contributor role and does not currently include direct staff supervision.

PRINCIPAL RESPONSIBILITY:

The IT Support Technician supports MSS and client organizations through the implementation, maintenance, troubleshooting, and support of technology systems and services. This position works collaboratively with the IT team to deliver responsive, professional, and mission-aligned technology support.

POSITION RESPONSIBILITIES

Technical Support

- Troubleshoots and resolves workstation, laptop, mobile device, printer, and peripheral issues
- Supports Microsoft Windows and Microsoft 365 environments
- Assists with user account administration, permissions, and security access
- Provides remote and onsite technical support to MSS staff and client organizations
- Supports audio/visual and conferencing technologies

Service Delivery

- Responds to support requests through phone, email, ticketing systems, and walk-up support
- Documents issues, resolutions, and system changes within the help desk platform
- Maintains a high standard of customer service and professionalism

Operations & Infrastructure

- Assists with hardware deployment, maintenance, upgrades, and replacement
- Performs basic cybersecurity and endpoint protection support
- Participates in occasional after-hours or weekend support as needed

CORE COMPETENCIES

- Customer Service Orientation
- Problem Solving
- Adaptability
- Documentation & Organization
- Time Management
- Team Collaboration
- Continuous Learning

PREFERRED QUALIFICATIONS:

- Minimum of 3-5 years IT support experience
- Technical Certifications

PERSONAL CHARACTERISTICS:

The IT Support Technician must be:

- Committed to and enthusiastic about the mission of MSS
- A strategist who is adept at planning, prioritizing, organizing and following through
- An effective communicator
- An individual with credibility, good judgment, honesty, integrity, trust, and the ability to motivate others in a similar vein
- A person who understands the value of customer and client relationships, and commits to uphold the quality of MSS service
- One who shares information readily, listens as well as gives advice and respects the abilities of others
- A person who presents a high degree of maturity, self-confidence, flexibility and caring
- Personally invested in the well-being of local nonprofits and the community

COMPENSATION:

This is a full-time, exempt position. Salary range is commensurate with experience and responsibilities.

MSS offers a competitive benefits package, including:

- 401(k) retirement plan with employer match
- Employer-paid health insurance (with dependent options available)
- Employer-paid basic life insurance
- Optional disability insurance
- Optional voluntary life insurance
- Optional dental and vision plans
- Paid time off and observed holidays

ADA:

- Ability to travel independently in the community to attend various meetings with other personnel and public
- Ability to converse verbally and in writing with others regarding activities and services with various stakeholders and employees
- Ability to utilize MSS information systems and multi-line phone system
- Ability to physically lift and move heavy equipment weighing up to 75 pounds

SCHEDULE AND LOCATION

- Office location: MSS, 3500 North A Street, Suite 1100, Midland, Texas 79705
- Core office hours: Monday–Thursday, 8:00 a.m. – 5:00 p.m.
- Friday office hours: 8:00 a.m. – 12:00 p.m., unless meetings, events, or completion of work require a full day
- This is a full-time, exempt position. Staff are expected to be available and engaged for a 40-hour work week, with scheduled in-office hours totaling 36 hours per week for exempt employees.
- Professional office environment and dress

HOW TO APPLY

Interested candidates are invited to apply by completing the online application form at the link below.

<https://midlandss.org/about-mss/employment>