



Job Posting

Deadline: January 23, 2026

State Appellate Defender Office
3031 W. Grand Blvd., Ste. 450, Detroit, MI 48202

www.sado.org

@sadmich | @sadoreentry

Desktop Support Technician

Lansing

Job Summary

Join Michigan's State Appellate Defender Office (SADO) as a full-time Desktop Support Technician in our Lansing office. The Desktop Support Technician performs a range of technological support activities to ensure reliable hardware and software functionality for end users. The position is onsite and pays from \$48,504 to \$66,628, depending on experience.

SADO is an independently governed state legal agency, with offices in Detroit and Lansing, and approximately 100 staff members and growing. Our public defender division represents people who cannot afford their own attorney to appeal their criminal convictions. Our private counsel division oversees and supports a roster of private attorneys with the same mission. Together, we fight to make the criminal legal system fair. To learn more, visit www.sado.org and follow us on social media.

Job Responsibilities

- Install, configure, test, maintain and troubleshoot computers, printers, peripheral hardware, and software
- Provide hands-on and remote technical support for end-user hardware and software issues
- Identify issues that need expert support and escalate to internal or external resources
- Document and track issues to ensure timely resolution and maintain records for future reference
- Assist in management of technology infrastructure, including copiers, scanners, phones, door-entry access systems, etc.
- Provide user education on new and existing technology tools
- Identify opportunities to improve, automate, or simplify processes or systems
- Responsibilities will increase and assignments will become more complex as training and experience progress

Qualifications

- At least 1 year of experience in IT, preferably with some help desk or desktop support experience
- College coursework in Information Systems, Computer Sciences, or related field

- Solid understanding of computer hardware components and functionality
- Experience with computer maintenance and repair
- Attention to detail, strong organization and prioritization skills, and the ability to multi-task
- Superior customer service, problem-solving, and communication skills
- Genuine eagerness to train and learn about new technology and systems
- Working knowledge of the Microsoft Windows 10/11 and Microsoft 365 environment, virtual desktop technologies, and cloud-based systems
- Understanding of core network concepts (TCP/IP, DNS, DHCP, VPN, WI-FI)
- Certifications such as A+, Network+, or Microsoft Fundamentals are a plus
- Applicants are required to be eligible to lawfully work in the U.S. immediately; employer will not sponsor applicants for U.S. work opportunity

Benefits

State employee benefits are comprehensive and include:

- Medical, dental, vision, and life insurance
- 401k plan with up to a 9% employer contribution (partial vesting begins at 2 years)
- 13 paid holidays
- 3 weeks of paid vacation in year one
- Paid sick time and, for eligible employees, paid parental leave
- Long-term disability insurance
- Paid training opportunities
- Occasional remote work available
- Annual pay increases up to the maximum of the pay range with satisfactory performance

SADO employees are members of the UAW Local 2200.

To Apply

Submit a resume and a cover letter via email by January 23, 2026, to hr@sado.org and include "Desktop Support Technician 2025-25" in the subject line. **Applications without a resume and cover letter will not be considered.**

SADO is an equal opportunity employer and is committed to diversity, equity, and inclusion. A felony conviction does not prohibit employment at SADO.

If you have questions about this application or are unable to send application materials electronically, please contact Human Resources at 313-420-2942 for assistance.

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