

JOB DESCRIPTION

AUGUST 2020

Job Title:	IT Support Technician
Job Status:	Full Time
Exempt Status:	Non-Exempt
Department	IT
Reports To:	Director of IT

JOB SUMMARY:

Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone, and have a passion for both technology and serving the internal customer. Install, modify, and repair computer hardware and software.

ESSENTIAL FUNCTIONS OF THE JOB:

- Handle Tier 1 help desk escalations through Spice Works for help desk tickets or phone.
- Follow up on outstanding requests and ensure timely resolution.
- Create accounts and configure hardware as part of on-boarding process.
- Staff and student network / email account administration (Active Directory, MS Exchange, Etc.).
- Manage and monitor internal assets to ensure accurate inventory records.
- Develop procedures and documentation for Help Desk support related issues.
- Mitel phone support (Extension naming, Password Resets, Voice Mail, Local Time Resets, etc).
- Projectors; clean filter and replace lamps as needed; as well as repair or replace.
- Laptop cart maintenance (Manually perform Windows updates, Software Installations and Updates, Troubleshoot, Power/Battery Issues, etc.).
- Support school computer labs hardware and software.
- SmartBoard and digital projector troubleshooting, cleaning, and calibration.
- Software installation, configuration and updates.
- Security / Virus Issues, System recovery.
- Provide 1:1 end user support and computer and telephone use training.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Basic Networking Principles: Ethernet, TCP/IP, DNS, DHCP, LDAP, VPN, etc.
- Windows 7/10 OS.
- Apple OS (Catalina).
- Apple IOS & Android OS.
- Active Directory maintenance and Exchange 2007 & 2010.
- Mac & PC hardware, printers, scanners, computer peripherals, digital projectors.
- File server knowledge.
- Strong internal customer service and troubleshooting skills with the ability to come to a resolution.
- Ability to communicate technical information; both verbal and written, to a wide range of end users.

EDUCATION AND EXPERIENCE:

- BSc/BA degree in Computer Science, Computer Engineering, Management Information Systems. No prior related work experience required. Or,
- AA degree in Computer Science, Computer Engineering, Management Information Systems with at least 2 years of related work experience.

PHYSICAL DEMANDS:

This position's duties are normally performed in a typical work environment, based on the activity scheduled. Some physical effort required; however, the employee must occasionally lift and/or move up to 50 pounds. The employee may be required to walk and sit for extended periods and may be exposed to outside weather conditions; including but not limited to, heat, cold, humidity, rain, and direct sunlight. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator, and similar machines.

WORKING CONDITIONS:

Working conditions are dynamic. Work requires the willingness to work a flexible schedule that may require occasional weekend and/or evening hours. Employee will be using his/her personal vehicle; therefore, employee must hold valid driver's license in state where based and have appropriate auto insurance as required by law. Employee must be able to work in a fast-paced environment; must be able to prioritize and work well under pressure. Employee must demonstrate professionalism, integrity, initiative, and exercise confidentiality. Employee must understand and apply all company policies and procedures and have ability to follow instructions, be detailed oriented, and have good follow-through on all projects.

NOTE:

This job description has been reviewed to ensure that only essential functions and basic duties have been included. This job description in no way states or implies that the duties and responsibilities above are the only duties to be performed by the individual(s) with this job description. Requirements, skills and abilities included have been determined to be minimal standards required to perform the position. The individual(s) may be called upon and required to follow other instructions or perform other duties required by his/her supervisor consistent with the purpose of the position, department, and/or company objectives. Capital Christian Center expressly reserves the right to change this job description and the duties assigned to the individual from time to time as deemed appropriate in Capital Christian Center's sole discretion.

This job description is not intended as and does not create an employment contract or otherwise guarantee employment. Employment is at-will, and can be terminated at any time with or without cause and with or without notice by either party.

I have read and understand the responsibilities of the position for which I am applying.

Signature:

Date:
