

IT HELP DESK & SUPPORT TECHNICIAN

JOB DESCRIPTION

9/27/21

City Church Ministries has a variety of sub-organizations, including City Church, Campus for Kids Learning Center, Abundant Life Christian School, and 97x FM. The goal of City Church is to serve our staff and families well in the Lord and to perform all of our duties with excellence, joy, and with a spirit of service, to our Lord first and also to those we are supporting. The City Church Information Technology team's goal is to serve others by leading and supporting technology changes, equipment and resources to empower staff to do their daily work with ease and efficiency.

The IT Help Desk & Support Technician is a key player in that it is a front line, employee-focused position that serves others by resolving technical problems with grace and patience through the use of good communication skills.

This position reports to the IT Administrator

Primary Responsibilities:

- Respond with timeliness and provide status to incoming help desk requests
- Build working relationships, operate with integrity, and display a professional demeanor
- Perform hands-on troubleshooting, repair, and application configuration
- Follow procedures and diagnostics to troubleshoot problems efficiently
- Test resolutions to ensure problem has been adequately resolved
- Installs and configures operating systems, networked and local printers, and business applications
- Configure and deploy new devices and maintain updates and upgrades to existing devices
- Independently investigate and resolve technical issues including user administration and bug fixing
- Perform other duties and projects as assigned

Job Qualifications:

- Mac and Google Workspace knowledge
- Detailed knowledge of core Microsoft applications and services (Office, Windows OS)
- Knowledge of Microsoft Server Administration (Active Directory, file/print sharing)
- Fundamental network concepts and basic troubleshooting ability
- Strong PC troubleshooting and problem-solving abilities
- Flexible to work outside of regularly scheduled business hours as needed
- Ability to understand technical diagrams and instructions

Education/Experience:

- High School Diploma or equivalent required
- Associates degree in computer science or related field preferred
- 1-2 years' technical support providing customer service
- Ambition to continue education to keep up with technology changes

Competencies:

- Effective interpersonal, verbal and written communication skills
- Experienced working in a deadline-driven environment, handling and prioritizing multiple tasks
- Adaptable and able to plan and organize work load with attention to detail
- Able and willing to work independently or as a member of a team on complex tasks