



JOB TITLE: Information Technology Helpdesk Technician

JOB DESCRIPTION:

Responsible for the care and maintenance of church internet connections, server and staff computer functionality. Able to source reliable replacement electronic equipment as needed and make strong recommendations for sustained work load functionality. Performs routine maintenance and monitoring of server performance by tracking recent software upgrades. Reports breakdowns or major problems and implements solutions to maintain full functionality of all office communication and workstation equipment.

STATUS: Hourly

SALARY: To be determined

JOB TYPE: Part-time

DEPARTMENT: IT

PREREQUISITES:

- At least 1 to 3 years of Information Technology experience

SKILLS/QUALIFICATIONS:

- Able to research and fix complex computer and network issues.
- Knowledgeable with Microsoft Exchange 2008 and above as well as Office 365.
- Solid understanding of basic client connectivity- ethernet, TCP/IP and VPN
- Excellent written and verbal communication skills; Strong ability to communicate technical information, both verbal and written, to a wide range of end-users
- Strong organizational and time management skills with a highly developed attention to detail
- Interpersonal skills and excellent written and oral communications, including the ability to collaborate effectively
- Ability to learn new technology and systems quickly
- Ability to adapt quickly and effectively in a diverse and ever-changing environment
- Effectively manage multiple priorities with a strong attention to detail in a fast paced environment
- Works cohesively with fellow team members, management, escalation points, and vendors to ensure the right solutions are implemented and sustained
- Ability to image Mac and PC machines with related software and accounts
- Must have experience with remote troubleshooting applications

CORE RESPONSIBILITIES:

- Provide prompt response to requests and issues from NBC staff
- Perform minor to complex computer problems, email, computer troubleshooting, re-imaging and server maintenance
- Implement preventative maintenance measures as needed
- Maintain inventory of computers and monitors
- Completes periodic monitoring of network health
- Respond quickly in the event of an emergency loss of internet access and notify appropriate personnel as needed
- Provide maintenance, technical support and troubleshooting of desktop computers, printers, telephones and other devices to ensure effective use of technology resources by NBC staff
- Participate in the effective operation of the IT Help Desk by taking requests, tracking work tickets, maintaining equipment inventories
- Maintain the security of NBC computers and data by ensuring operating system updates and virus protection are installed as well as finding and eliminating malicious applications
- Familiarity with Internet/Intranet coding tools and scripting (e.g. PowerShell, Bash, PHP, ASP, etc.) a plus
- Help Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems
- Work from a ticket queue to complete work orders in a timely manner to meet department and NBC service objectives

Education:

- Bachelor's Degree in Information Systems or 3 years of relevant technical experience
- CCNA, CompTIA Security+, CompTIA A+
- Microsoft Certifications, MCP

ADDITIONAL EXPECTATIONS:

Must exhibit an attitude of service, and a clear understanding of the assignment. The individual in this position is expected to exhibit the core values, mission and vision of New Beginnings Church at all times.

Responsibilities may change based on the needs of the organization, or as delegated by the Senior Pastor, Executive Minister or Chief of Staff.

