

Title of Job: Technology Support Specialist Tier I

Reports to: IT Director

Objective: The Technology Support Specialist is responsible for installing and maintaining computer hardware and software, manage assets across all campuses, first level support for end users, training for end users, provides feedback on how end users are working, will consult with end users on current needs.

SKILLS FOR POSITION:

1. Working knowledge of Windows and Mac computers
 - a. Maintain both Windows and Mac computers, as well as Windows tablets and iPad kiosks
 - b. Ensure that the technology is accessible and equipped for the current needs
2. Enterprise Network knowledge
 - a. Basic understanding of VLANs and routing is a plus but not required.
 - b. Basic understanding of an Active Directory network
3. Skills and Chemistry
 - a. Install and administer computers and software
 - b. Works well with a team
 - c. Provide strong analytical and problem-solving support
 - d. Continuous improvement of computer knowledge
 - e. Strong time and task management skills
 - f. Strong personable skills/good chemistry with the staff and volunteers
 - g. Excellent communication skills, including written and verbal
4. Main Activities
 - a. Troubleshoot hardware and software for end users
 - b. Provide orientation to new staff and/or volunteers
 - c. Train staff about potential uses of new and existing technology in groups or individual
 - d. Maintain current and accurate inventory of technology hardware, software and resources
 - e. Maintain log of work completed through tickets
 - f. Install workstations for employees, kiosks, and production computers
 - g. Maintain security of the network through all technology inside our networks
 - h. Be available for our users when issues arise
 - i. Run wire to install equipment in ceilings such as security cameras, access points, and wall drops for workstations. Must be able to use a lift or ladder for extended periods of time.
5. Weekend Requirements
 - a. Take a minimum of 3 weekends off per year with a maximum of 6 weekends per year
 - b. Be available to go to any campus at any time during the weekend to fix issues. Rotational Saturday coverage. Rotational live stream management during Sunday services. Take Friday's off as your Sabbath day.
 - c. Attend one service each weekend. This will be rotational depending on how our team works that weekend and if you are responsible for live stream that weekend.