

We are looking for technically skilled candidates with good problem-solving abilities for the position of **IT Support Technician**. The duties include being a point of contact for all IT related questions at the user level, responding to user needs in a timely manner, and ensuring the optimal running of all systems, among other duties.

You are expected to display good interpersonal skills as you will interact with church staff from various departments and staff directors. You are to listen to their technical needs, understand their problems and implement solutions for them.

Specific Responsibilities include:

- Providing support to users and being the first point of contact for problem resolution.
- Troubleshooting hardware, software, and network issues.
- Installing and configuring hardware and software components.
- Repairing or replacing damaged computer hardware.
- Establishing good relationships with all clients and colleagues.
- Managing technical documentation.
- Keeping accurate and detailed descriptions of services performed while on a service call.

Other Helpful Requirements:

- High school or equivalent education (Preferred some formal computer/IT education).
- Assisting with the installation of Ethernet and Coaxial cabling as well as various network or security systems.
- 3+ years' experience in IT support and systems maintenance.
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Attention to detail.
- Good problem-solving skills.
- Ability to lift up to 50lbs.

Pay: is some volunteer work and monthly stipend based on the above Specific Responsibilities, Other Helpful Responsibilities; below Preferred Experience, How many days/hours per week, and applicable Education.

Preferred Experience:

- Microsoft Windows Desktop Environment.

- Microsoft Windows Server Environment.
- Microsoft Office 365 Cloud Environment.
- Windows Server Administration: 3 years (Preferred).
- Windows Desktop Administration: 3 years (Preferred).

Days/Hours:

- Selected three days a week that could be a Saturday, or any days Tuesday to Friday.
- Available for up to 4 hours a day.