

Hours: 40 hours per week; M-F, with occasional weekends

Accountability: Reports to Director of Information Technology/Information Services

Position Summary: Under general supervision, provide technical software, hardware and network problem resolution to all Seminary's computer users by performing question/problem diagnosis and guiding users through step-by-step solutions; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; assist Network Administrator; troubleshoot network printer problems; pass more complex end-user problems on to Network Administrator; maintain hardware and software inventory system; install new workstations; and perform related work as required

Primary Tasks/ Responsibilities:

- Respond to requests for technical assistance in person, via phone, electronically
- Diagnose and resolve technical hardware and software issues
- Support of classroom AV equipment and related software
- Research questions using available information resources
- Advise user on appropriate action
- Follow standard help desk procedures utilizing FreshDesk ticketing system
- Identify and escalate issues requiring additional technical resources
- Prepare help desk activity reports
- Develop user documentation as required
- Install/upgrade workstation hardware and software
- Assist in preparation of installation procedures
- Stay current with system information, changes and updates
- Assist System Administrator when needed
- Participate in weekly IT meetings

Qualifications:

- Working knowledge of basic computer software, hardware and networking equipment
- Working knowledge of basic AV equipment: Web Cameras, Audio devices
- Experience with applications such as: Zoom, Office365, Server 2019, MDT, VMWare
- Demonstrated clear written and verbal communication skills
- Demonstrated ability at basic problem analysis and problem solving skills
- Excellent attention to detail
- Must be customer service oriented
- One year of related experience and training
- Ability to lift 20 pounds regularly and occasionally up to 50 pounds
- Evangelical Christian commitment and lifestyle consistent with the World Evangelical Alliance Statement of Faith and the Seminary's governing virtues