



## **Helpdesk Technician**

*Sacramento Campus*

**Job summary:** Under general supervision provide technical software, hardware and network problem resolution, maintain/service computer workstations, printers, phones, audio/video, and working with system wide campus technical support team (Director of IT & Network Administrator) located at Portland, Oregon campus.

**Hours:** Generally, 5-8 hours weekly on a 2-3 day on-site schedule.

**Accountability:** Dual accountability to the Executive Dean at the Sacramento Campus, as well as the Director of Information Technology in supporting campus IT operations.

### **Primary Tasks and Responsibilities:**

#### **Troubleshooting**

- Respond to requests for technical assistance in person, via phone, electronically
- Diagnose and resolve technical hardware and software issues using available resources
- Follow standard helpdesk procedures
- Log all help desk interactions using ticketing system
- Escalate issues to appropriate IT staff as necessary
- Support remote IT staff with diagnostic of local campus hardware and software

#### **Infrastructure**

- Install/Maintain/Troubleshoot phone handsets and issues with VoIP vendor
- Install/Maintain/Troubleshoot Audio/Video equipment
- Install/Maintain/Troubleshoot computers and other equipment
- Train staff and faculty users
- Identify and escalate situations requiring urgent attention
- Replace, add and maintain IT equipment per instruction from IT department at Portland Campus

#### **Qualifications**

- Experienced in Windows OS and Microsoft Office Suite
- Understanding of basic networking
- Experience with Macintosh OS is a plus
- 1-2 years of related experience and/or training
- Excellent communication, organization and problem-solving skills are essential
- Must be customer service oriented
- Able to work independently and in a team environment
- Excellent problem solving skills and attention to detail
- Willingness to work off hours as needed
- Stay up to date with current technology and Western Seminary specific systems
- Evangelical Christian commitment and lifestyle consistent with World Evangelical Alliance Statement of Faith and the Seminary's governing virtues.