



## IT Help Desk Technician

The IT Help Desk Technician will monitor help desk requests, respond to and manage support requests, and assist staff with resolving computer and technology issues. The role involves hardware and software installations, troubleshooting, and ensuring smooth IT operations.

**Department:** Operations

**Reports To:** IT Director

**Hours:** 15-20 hours per week

### Responsibilities:

- Monitor and manage help desk tickets in a timely manner.
- Respond to user inquiries via phone, email, chat, or in person.
- Diagnose and resolve computer issues efficiently.
- Prioritize and escalate complex issues to the next support tier as needed.
- Install and configure user-level hardware and software.
- Perform software upgrades and updates.
- Set up new machines for employees and ensure functionality.
- Document user interactions, diagnostics, and resolutions in detail.
- Provide ongoing user assistance.
- Oversee and resolve miscellaneous IT issues during service times (Sunday mornings and Wednesday evenings).

### Skills/Abilities:

- Intermediate understanding of Windows operating systems.
- Intermediate knowledge of computer hardware.
- Basic understanding of domain environments, networks, and servers.
- Familiarity with macOS and iOS systems.
- Strong oral communications and interpersonal skills.
- Ability to assist users with patience and clarity.
- Highly organized to manage multiple tasks and prioritize effectively.
- Detail-oriented to maintain accurate records and ticket documentation.
- Flexibility to adapt to various shifts with minimal notice.

### Qualifications:

- Must be a believer and follower of Jesus Christ.
- Proven ability to diagnose and resolve basic computer technical issues.
- Experience with help desk ticketing system a plus.
- Availability to work Sunday mornings and Wednesday evenings as required.
- Proficiency in Microsoft Office Suite and other standard software applications.

### Physical Requirements:

- Must be able to lift up to 50 pounds at times.
- Prolonged periods of standing, sitting, and working on a computer.