

Church Universal and Triumphant
Team: Information Technology

POSITION TITLE: TECH SUPPORT

Reports To: IT Team Leader

Job Status: Full-time and hourly

Hours of Work: 40 or more hours per week

Pay Range: Dependent on experience

Benefits: Eligibility for the employee Health Plan, life insurance, paid time off and 401(k). Additional information about these benefits is available from Human Resources.

Legal Holidays Observed: Presidents' Day, Memorial Day, Labor Day, Thanksgiving and the day after, Christmas Day and two floating holidays.

SUMMARY

Provides technical support to TSL staff users by researching and answering questions; troubleshooting problems; maintaining workstation and LAN performance. Candidate must have an established basic knowledge of IT and its systems, along with a solid understanding of IT troubleshooting models such as CompTIA's troubleshooting theory.

ESSENTIAL FUNCTIONS

1. Provides technical support for TSL end user needs and requirements.
2. Works with IT team to manage Help Desk ticketing system.
3. Helps to train end users in software used by TSL such as Office 365.
4. Supports with all troubleshooting printing issues that may arise.
5. Creates, manages and fosters a positive working environment.
6. Sets up, configures and manages Wi-Fi systems throughout the TSL's campus.

OTHER DUTIES

1. Collaborates with the IT team to document best practice guidelines.
2. Collaborates with the IT team to create simple solutions to repetitive software/hardware issues that arise.
3. Conducts research as directed for methodologies, software needs, industry trends, etc.

QUALIFICATIONS

This position requires an Associate's degree in Computer Science or equivalent from a college or technical school; or related experience and/or training; or equivalent combination of education and experience.

Education and Work Experience

IT network experience is a plus.

One to two years of experience working as a help desk technician.

Working knowledge of Windows 8, Windows 10 and Microsoft Windows Server.

CompTIA IT Fundamentals, CompTIA A+, preferred but not required.

Windows Operating System Fundamentals 98-349, are a plus.

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Knowledge, Skills and Abilities

Proactive with strong oral communication skills.

Strong sense of customer service orientation.

Ability to manage and set realistic expectations and timelines for ticket completion.

Ability to focus intensely on one subject for several hours at a time.

Ability to work in a cooperative work setting.

Ability to research and problem-solve independently.

Flexible to learn new technical skills and update methodologies and/or protocols by own initiative under supervision.

Other requirements:

Must be a member of the Keepers of the Flame Fraternity in good standing.

This is not a remote position and must be performed on-site at our 63 Summit Way, Gardiner, MT location

Note: This job description is subject to change as required.