



BURNT HICKORY

Baptist Church

IT Helpdesk & Network Associate

Principal Function:

The IT Helpdesk & Network Associate position manages the helpdesk by working with end-users, IT staff, and IT contractors to ensure end users are receiving the best and most efficient user experience possible. This can include evaluating and identifying computer problems, end-user training, and managing data quality..

Shift:

Part Time

Location:

Burnt Hickory Baptist Church

Responsibilities:

- Manage helpdesk by working with end-users and IT staff or contractors to interpret or evaluate problems experienced and work toward a course for resolution.
- Conduct user training as needed.
- Workstation setup, configuration, inventory management and support.
- Manage the IT actions for new staff, staff exits, department changes, and volunteer accounts.
- Knowledgebase development for both end-users and IT procedures.
- Monitor backup and restore procedures.
- Setup and maintain printers.
- Manage the telecommunication systems by maintain the standard auto-attendants, setting up new phones and assisting users with any other phone related requests.
- IT support for Sunday morning, Wednesday evening and special events as needed.
- Manage weekly data quality associated with church management system.

Skills:

- General understanding of computer networks and office environments.
- General WIFI, digital signage, and security camera knowledge.
- Detailed understanding of Windows and Mac operation systems.
- Understanding of active directory administration of user accounts, contacts, distribution lists, etc.
- Experience working with MS Teams, Word, Excel, and PowerPoint.
- Understanding of M365 administration.
- Familiarity with church or customer management systems with Microsoft SQL server backend.
- A heart for dealing with users of all technology levels in high-tech environment.
- 5 years business experience in a technical environment.

Qualifications:

- .Excellent Communication—Technical information and non-technical people.
- Task list driven
- Self starter
- Persistent
- Attention to detail
- Initiative to work through conflicting or overlapping priorities
- Discretion— may frequently have to work with sensitive information.

JOB DESCRIPTION