



IT Helpdesk Associate

ADMINISTRATION

FULL/PART TIME

The role manages our technical support operations by providing expert assistance to end-users while collaborating with IT staff and contractors and is critical in ensuring optimal user experience across our technology platforms.

RESPONSIBILITIES

Primary

- › Diagnose and resolve technical issues efficiently while maintaining a service-oriented approach in a high-tech environment.
- › Manage helpdesk by evaluating and resolving end-user technical problems
- › Conduct user training as needed
- › Configure and deploy workstations, maintaining accurate inventory records
- › Execute IT onboarding/offboarding procedures for staff, department changes, and volunteer accounts
- › Develop and maintain technical documentation for end-users and IT procedures
- › Monitor and verify backup systems and restoration processes
- › Configure and troubleshoot printing systems
- › Administer telecommunication systems, including auto-attendants and user setup
- › Provide technical support during Sunday services, Wednesday evening events, and special occasions as needed
- › Discretion when handling sensitive information

SCHEDULING

Requirements

- › Must be able to work on campus Monday through Friday
- › No remote work options available - this is a fully on-site position
- › Availability for IT support during Sunday services, Wednesday evenings, and special events as needed

QUALIFICATIONS

Experienced

- › 5+ years of professional experience in a technical environment
- › Comprehensive knowledge of Windows and Mac operating systems
- › Demonstrated experience with Active Directory user management (accounts, contacts, distribution lists)
- › Proficiency with Microsoft 365 administration and applications (Teams, Word, Excel, PowerPoint)
- › Working knowledge of Wi-Fi networks, digital signage, and security camera systems
- › Experience supporting users across varying levels of technical proficiency

Detail-Oriented

- › Detail-oriented with excellent follow-through capabilities. Meticulous attention to detail with high degree of accuracy
- › Task-list driven with strong organizational abilities
- › Initiative to work through conflicting or overlapping priorities

Collaborative

- › Work well in collaborative environment, eager to share ideas and present potential problems as necessary
- › Can take and give critical feedback

Communicator

- › Exceptional communication skills, particularly explaining technical concepts to non-technical users