

Ministry Job Description



IT Technician

Department:	Information Technology
Campus:	Glendale
Job Type:	Full Time (40 hours)
Exempt:	No
Reports to:	Director of IT

Summary

As an IT Technician, you will be providing computer hardware and software support for employees, volunteers, and contractors. You'll need a mix of technical, creative, and communications skills to isolate problems, derive solutions, and guide employees through computer system problems. Other duties will include maintaining and upgrading computer systems, creating training materials, and helping employees to effectively use our computer systems.

As our Glendale Campus IT Technician, your primary responsibility will be to support Joy Christian School faculty, teachers, and students. You will also help provide support coverage to the other Dream City Church campuses and ministries as needed.

Responsibilities

- Handle technical issues through the Help Desk and escalate as needed.
- Follow up on outstanding requests and ensure a timely resolution.
- Create user accounts and configure hardware as part of the on-boarding process.
- Support audio and video equipment in conference rooms and classrooms.
- Manage and monitor internal assets to ensure accurate inventory records.
- Maintain and repair computer hardware and software.
- Create training material, such as Knowledge Base articles, printable material, and videos, and train employees on the use of computer software.
- Keep IT equipment and rooms clean, organized, and secure.
- Other duties may be added and/or assigned as needed.

Requirements

Technical

- Experience with Windows desktop OS (7 – 10).
- Experience with Microsoft Office (2013 – 2016).
- Computer hardware knowledge (installing and troubleshooting internal components).
- Basic understanding of networking.
- Basic understanding of Windows server technologies (Active Directory, DNS, File Shares, etc.).
- Ability to efficiently troubleshoot technical issues.

Physical

- Able to stand for a minimum of 60 minutes at a time.
- Able to sit for a minimum of 60 minutes at a time.
- Able to climb ladders, work at ceiling heights, work in tight spaces.
- Able to lift a minimum of 50 pounds.
- Have sufficient hand dexterity to use a computer keyboard and install small computer components.

Personal

- Transportation. While you'll primarily be at our Glendale campus, you'll occasionally be required to travel during work hours to our other campuses, including Phoenix and North Scottsdale.
- Ability to effectively communicate technical issues to non-technical people.
- Self-motivated and willing to learn. Able to complete tasks with little supervision.

Compensation

Starting Wage: \$16/hr

Benefits: Medical/Dental insurance
Employer HSA contribution
Monthly cellular allowance