

Title: Information Systems Specialist

Position Summary: This position provides on-site end user computing support, including: resolving workorder issues requiring investigating, troubleshooting, and resolving hardware, software, network, instructional technology incidents, security cameras, and wifi issues in a non-profit Christian based organization. This position provides an opportunity to gain a wide variety of IT related skills through on the job training that many traditional IT jobs would not provide.

Duties and Responsibilities: Aids in troubleshooting technology in campus classrooms, offices, apartments, and cottages. Maintains networking infrastructure to include pulling and terminating cat5e/cat6e cables, to installing new wifi access points, and security cameras. Routinely updates physical and virtual servers as needed. Manages and configures network switches and firewall to meet networking needs. Supports school programs outside normal school hours when tech support is required. Sets up workstations to include installing required software, print drivers, and assigning default printers. Manages workorder system to insure they are handled quickly and effectively, documenting work accomplished to resolve the issue. Will be required to order equipment or parts using purchase orders after funds are approved. Performs other duties as assigned by the appropriate administrator or Director of Information Technology. Protect faculty, staff, student, and parent data from outside infiltration through encryption, secure data storage and other necessary means while keeping all information confidential to a need to know only basis.

Education:

- Technology related Associates Degree required. In lieu of degree, will consider at least 2 years of related technology experience
- Google Certified Educator/Google IT Support Professional Certification, experience in supporting a school environment, and Microsoft certifications a plus.

Minimum Qualifications:

- Basic understanding of technology hardware, including desktop computers, laptops, tablets, smart phones, printers, projectors, smart boards, scanners, and digital cameras.
- Knowledge of one or more operating systems, such as Microsoft or Mac.
- Familiarity with IT support tools, such as Active Directory and Telnet.
- Working knowledge of PC/LAN application software including MS Office products and Internet Browsers (Internet Explorer, Chrome, Safari.)
- Possesses good written and verbal communication skills with a particular focus on clearly articulating IT incidents and their solutions to both end users and other technical support staff.
- Ability to apply critical thinking skills in rendering solutions to various technical issues.
- Some ladder climbing is required for troubleshooting security system and for pulling cables through attics and various locations on campus. Some lifting is required due to the nature of tasks (up to 50 lbs.)
- Required to follow safety practices when using hand tools, such as electric drills and ladders, show initiative in daily tasks, and develop a team spirit with other departments.