



I.T. Helpdesk (Tier 1)

This is a full time (hourly) position with benefits. The schedule for this position is Sunday through Thursday including church service times and possible event hours. This position reports to the IT Director.

Position Summary: Level 1 Support. Managing IT support tickets and fulfilling requests. Provide technical assistance and support related to computer systems, hardware, and software. Direct unresolved and on-going issues to the next level of support personnel. Provide support for IT Department goals and objectives.

General Responsibilities: Serve as the first point of contact for staff & team seeking technical assistance by asking a series of problem solving questions to resolve support tickets by addressing system and/or user issues in a timely and professional manner. Maintenance of support ticketing system, rental equipment, and assets. Assist with special projects, vendors, and systems management. Coordination and quality control of video streaming to online destinations.

Position Requirement:

- Ability to diagnose and resolve basic technical issues
- Degree and/or Certified Designation(s) in related fields are a plus, but not required
- Experience with Windows, Apple, ChromeOS, G-Suite, Ubiquiti technology, Point of Sale Software, Asset Management protocols, server and storage hardware, wired and wireless networking protocols
- Great understanding of computer systems, mobile devices, and technology
- Experience with campus and/or organizational technology systems
- Customer service mentality: Good People skills, problem solving, and patience when working with others
- Other desired skills: self-starter, time management, organizational
- Inter-departmental team player
- Outside the box, solution based thinker
- Coordinate and communicate with external vendors, product support, and engineers for new or existing problem resolving software or hardware
- Video streaming management experience a plus, but not required



- Must exhibit a personal and growing relationship with God, and a teachable spirit. Must be committed to continual learning and growth. Must agree and align with the mission, vision, leadership of Res Life Church.

Physical Requirements:

This position may be required to lift up to 75lbs and be comfortable with heights. This position will be required to perform repetitive lifting, bending and walking. This position requires lift certification, training provided. This role is an on-site role, not a remote role.

The above duties, activities, or responsibilities may be supplemented periodically.