HELP DESK TECHNICIAN

Full-Time

This position contributes to the mission of Oak Hills Church (OHC) to be disciples who make disciples by guiding all people to follow Jesus moment by moment. The staff member is responsible for supporting staff by deploying and troubleshooting hardware, installing software, and guiding end users in configuring mobile devices.

DEPARTMENT

Communication Ministry

REPORTS TO

Network Administrator

DIRECT REPORTS

None

WORK WEEK

Sunday - Thursday

HOURS PER WEEK

40

FLSA

Non-Exempt

JOB CLASS

Technician

MINISTER DESIGNATION

No

DRIVING REQUIRED

Yes

PRIMARY DUTIES AND RESPONSIBILITIES

1. Provides first tier user support to correct hardware and software technical problems (desktops, laptops, and network connectivity).

2. Guides end users through migrating their mobile devices, into our BYOD infrastructure.

3. Troubleshoots and resolves hardware/software issues.

4. Maintains help desk and support tracking records and follow up on open tickets.

5. Configures and sets up desktop computers, peripherals, and accounts.

6. Installs workstations and handle moves of PC's, telephones, Kiosks, etc.

7. Maintains IT equipment inventory.

8. Other duties and responsibilities as assigned.

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Full-Time

OHC STAFF EXPECTATIONS

1. Active relationship with Jesus Christ sustained through personal spiritual practices.
2. Embodies Christlikeness and leads with humility, character, and love.
3. Demonstrates commitment to unity and willingness to work in a collaborative team environment.
4. Personally engaged with OHC's mission and vision.
5. Supportive of OHC's beliefs, values, discipleship commitments, and distinctives.
6. Consistently models the Staff Behavioral Values.
7. Attends Membership Class and becomes a member within six (6) months of employment.

MINIMUM QUALIFICATIONS

1. High School Diploma or General Education Development (GED).
2. Two (2) years of experience in a PC and MAC environment.
3. A+ certification (or must complete within 180 days of employment).
4. Education can be substituted for experience.

KNOWLEDGE AND ABILITIES

1. Knowledge of Desktop Operating Systems, Active Directory Network, and Security.
2. Knowledge of basic hardware and software products.
3. Knowledge of Windows and Macintosh Operating Systems linking various devices, printers, and computers, laptops and tablets to network systems.
4. Knowledge of networking, topologies, and protocols.
5. Knowledge of ticket resolution programs.
6. Knowledge of English grammar and vocabulary.
7. Ability to work independently with limited supervision.
8. Ability to troubleshoot and diagnose hardware and software problems.
9. Ability to show grace and patience in all that you do.
10. Ability to communicate clearly and effectively through both verbal and written means.
11. Ability to establish and maintain effective working relationships with staff, members, and ministry volunteers.
12. Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making.

PHYSICAL REQUIREMENT AND WORKING CONDITIONS

Occasional lifting/carrying up to 40 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are primarily inside an office environment.

CREATED: JULY 2022