Job Description – IT Tech Support

Title

IT Tech Support

Description

Under the direction of the IT Director, the IT Tech Support role is to manage and optimize SCA owned student, faculty and staff computer systems and network connections to ensure high levels of availability and security of the supported devices and applications.

Responsibilities

Strategy & Planning
- Participate in and support one to one device planning, deployment and maintenance of student issued laptop/tablet devices.

Acquisition & Deployment
- Image and deploy student devices using a combination of SCCM/Config Manager and MS Intune.
- Deploy applications and software updates needed to support devices in a classroom learning environment.

Operational Management
- Manage all operating systems and end-user software.
- Manage communications (including O365) and connection solutions, including laptop/tablet connectivity to local area network (including wireless) and Internet applications.
- Manage end user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance.
- Perform network and security audits.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems related to SCA issued student devices.
- Create required reports in response to business needs.
- Open, document, resolve and close help desk tickets related to SCA issued student device issues.

Position Requirements

Formal Education & Certification
- College diploma or university degree in the field of computer science and/or 5 years equivalent work experience.
- Certifications in Microsoft technologies preferred.

Knowledge & Experience
- Working technical knowledge of network, PC, and platform operating systems, including Windows 10, Windows Server 2008, 2012r2, and Mac OSx.

- Extensive application support experience with Microsoft Office 365, Microsoft Office suite 2016, IE, Firefox, Chrome and Edge browsers, Adobe Creative Suite.
- Working technical knowledge of current systems software, protocols, and standards, including (Barracuda firewalls, Active Directory, HP/Aruba Networking).
- Strong knowledge of local area network administration.
- Hands-on software and hardware troubleshooting experience.
- Experience with data management.
- Experience documenting and using help desk ticketing systems.
- Good understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.

Personal Attributes
- Have a personal relationship with God through faith in Jesus Christ
- Believe that the Word of God is the standard for faith and daily living
- Be a Christian role model in attitude, speech, and actions towards others
- Be a regular attendee at a Bible believing church
- Exhibit love and grace in their relationships
- Unconditionally agree with our doctrinal statements at SCA
- Strong customer service orientation.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong interpersonal and oral communication skills.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.
- Ability to conduct research into hardware and software issues and products as required.
- Ability to present ideas and solutions in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Skilled at working within a team-oriented, collaborative environment.

Work Conditions
- 40-hour onsite work week with on-call availability as needed.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.