



MINISTRY DESCRIPTION

Title: IT Helpdesk Technician
Department: Information Technologies
Reports to: Director of Information Technologies

Schedule: Regular, Full-time
FLSA: Exempt

Ministry Function:

The IT Helpdesk Technician supports the ministry of Convoy of Hope by supporting the technology needs of the organization. This primarily includes supporting the end-users needs by resolving issues with Mac and Windows computers, mobile devices, peripheral devices, VoIP phones, and provisioning new computers for deployment.

Essential Duties and Responsibilities:

1. End User Support - Provide help-desk support to staff on a variety of I.T. requests related to hardware, software, networks, and servers. Maintain the day-to-day operation of office equipment such as telephones, printers and fax machines. Provision new hardware, maintain inventory, install software and updates as needed. Be equally effective supporting Windows, macOS, iOS, and Android operating systems. Provide an exceptional level of customer service.
2. Systems Analysis - Provide service for business projects as-needed. Identify and implement technology solutions to business problems. Leverage technology to streamline the efficiencies and capabilities of the IT Department and the organization.
3. Strong customer service skills, interpersonal communication skills, attention to detail, and ability to multi-task with speed, accuracy, and efficiency. Confident and outgoing, with a strong emphasis on customer satisfaction.
4. Back-end System Support - Perform basic back-end support for servers, network components, user setup, and security systems as needed.
5. Regularly obtain new technical knowledge for the benefit of the organization through cross training with existing staff, on-line training, and attending applicable conferences.
6. Provide after-hours support as-needed.
7. Other duties as assigned.

Required Knowledge, Skills, and Abilities:

1. Bachelor's degree in an I.T. related field preferred, High School diploma or equivalent required.
2. 1+ years experience working in an end-user technical support role.
3. Advanced knowledge of Windows and macOS operating systems.
4. Experience supporting a wide range of technologies including desktops and laptops, printers and peripherals, and mobile devices.
5. Experience supporting business applications such as Google Apps, and MS-Office 365.
6. Knowledge of Windows Server, VMware, Networking, and Cisco VoIP telecommunications is desired.
7. Experience with software deployment tools would be a plus.
8. Ability to analyze business problems and effectively apply technology solutions to solve them.
9. Excellent communication skills - both verbally and in writing.
10. Travel between Convoy of Hope's two Springfield, MO locations may be required.

11. Ability to lift up to 50 pounds.
12. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
13. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
14. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities:

Created: 11/08/2017
Revised: 11/09/2017