Title: IT Support Administrator   **Schedule**: Regular, Full-time
Department: Information Technology   **FLSA:** Exempt
Reports to: Information Technology Director

Ministry Function:
The IT Support Administrator 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 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 VoIP phones, printers, and conference rooms. Provision new hardware, maintain accurate inventory, install software and updates as needed. Be equally effective supporting Windows, macOS, and iOS operating systems. Provide an exceptional level of customer service.
2. Back-end System Support - Perform back-end support for servers, network components, user account setup, software deployments, and Anti-Virus/Malware security systems as needed.
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. Systems Analysis – Provide service for business projects as-needed. Be security-focused, identify and implement technology solutions to streamline the efficiencies and capabilities of the IT Department to enhance the productivity and security of the organization.
5. Write training material, create training videos, and continually train the staff to use the technology and services provided by the IT Department.
6. Regularly obtain new technical knowledge for the benefit of the organization through cross training with existing staff, on-line training, and attending applicable conferences.
7. Provide after-hours support as-needed.
8. 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. 3+ years experience working in an end-user technical support role required.
3. Advanced knowledge of Windows and macOS operating systems required.
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, Salesforce, Office 365 and Zoom.
6. Knowledge of Windows Server, SCCM, VMware, Cisco and Meraki Networking, Munki, MDM, Apple VPP, and Cisco VoIP telecommunications is desired.

7. Experience with IT Security, Code42, HTML, and Okta 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: None at this time.

Created: 11/08/2017
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