Title: IT Helpdesk Technician
Division: Operations
Working Group: Information Technology
Reports to: Information Technology Director

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 Convoy of Hope staff by resolving issues with Mac and Windows computers, mobile devices, peripheral devices, deploying new equipment, and project management as assigned.

Essential Duties and Responsibilities:
1. Provide helpdesk support to staff on a variety of I.T. requests related to hardware, software, user accounts, and network devices. Maintain the day-to-day operation of office equipment such as computers, printers, Zoom Rooms, and VoIP phones. Provision new hardware and perform software updates as needed. Be proficient in supporting macOS, and iOS operating systems.
2. 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.
3. Provide support for support for servers, network components, and user setup with a strong emphasis on cyber security.
4. Continually train the staff to use the technology and services provided by the IT Department.
5. Regularly obtain new technical knowledge for the benefit of the organization through cross-training with existing staff, online training, and attending applicable conferences.
6. Provide administrative support to the IT Director relating to daily activity and workflow as needed.
7. Assist with budget tracking and expense reporting.
8. Provide after-hours support as needed.
9. All 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 of experience working in an end-user technical support role preferred.
3. Knowledge of supporting both macOS and Windows operating systems in a business environment.
4. Able to support a wide range of technologies including desktops and laptops, printers and peripherals, and mobile devices.
5. Experience maintaining business applications such as Office 365, G-Suite, Zoom, and Adobe Creative Cloud.
6. Apple ACMT or ACSP certifications would be a plus.
7. Excellent communication skills – both verbally and in writing.
8. Travel between Convoy of Hope's South West, MO locations may be required.
9. Ability to lift up to 50 pounds.

10. 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.
11. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
12. 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
Revised: 08/12/2020