

JOB DESCRIPTION

Tier 1 Support Technician – CBC/PCA

RESPONSIBLE TO:	IT Director
AREA/LOCATION:	CBC/PCA
POSITION TYPE	Part time: 30 hours/week

POSITION DESCRIPTION:

As a Tier 1 Support Technician, you will be supporting end-users across our Church and School. You will be part of our TechOps team with a focus on providing a good experience for end users and helping strategize and implement technical changes throughout our organization. We are looking for an individual who is active in their church, with a positive attitude that enjoys working in a team environment. In this role, you will be responsible for answering and responding to incoming emails, and ticket submissions. This position also requires the ability to triage tickets to appropriately assign resources as needed while providing basic desktop/end-user support.

SKILLS AND QUALIFICATIONS

Required Skills:

- Familiarity with Microsoft Windows or MacOS.
- Experience with Microsoft Office, Desktop and Laptop hardware.
- Excellent verbal and written communication skills with attention to detail and accuracy.
- Excellent documentation skills to help keep IT knowledge base up to date.
- Have a drive and desire to learn more about technology.
- Must be a committed follower of Jesus Christ.

Education/Desired Skills:

- Experience working with Active Directory, Office 365, Operating System deployment, wireless and networking technologies.
- Experience working in a customer service position with a focus on Information Technology.
- Industry Certifications preferred (CCENT, CompTIA Network+, CompTIA A+, etc)
- Calvary Baptist Church/Plymouth Christian Academy offers ongoing training and certification through IPro.tv.