

## **IT Help Desk Technician**

### **Job Description**

- Goal:** To provide responsive, high-quality technology support that ensures reliable operation of school systems, empowers teachers and staff in their use of technology, and contributes to an efficient, well-maintained IT environment that supports the overall mission of the organization.
- Job Type:** Support Staff
- Reports to:** IT Director & Head of School
- Supervises:** None
- Experience:** 1–2 years of help desk or technical support experience preferred
- Education:** High school diploma or equivalent required; bachelor's degree in IT, Computer Science, or related fields preferred.
- Evaluation:** Performance will be annually evaluated in accordance with the provisions of the policy on Evaluation of Professional Personnel and this job description. Details are found in the Employment Handbook.
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### **Essential Functions**

The employee shall

#### **Spiritual**

1. Give clear testimony to being a born-again Christian. His/her lifestyle will evidence this fact, including an ongoing walk with the Lord, and pattern of spiritual growth (Romans 10:9-10; 1 Timothy 4:12).
2. Demonstrate in precept and example the articles of faith as outlined in the Statement of Faith found in the Employee Handbook (1 Corinthians 2:13; Colossians 2:8).
3. Demonstrate in precept and example the qualities of the Living Curriculum as found in the Employee Handbook. This includes being committed to God's Biblical standards for sexual conduct (Luke 6:40).
4. Be capable, willing and ready to share the Gospel of Jesus Christ with students and families as opportunity provides promoting the acceptance of God's gift of salvation through Jesus Christ our Lord and savior.

5. Be a member in good standing at a local, evangelical church which has a Statement of Faith in agreement with the school's Statement of Faith (Hebrews 10:24-25; Colossians 1:24; 1 Corinthians 12:12).

## Professional

1. Follow the Matthew 18 principle in dealing with teachers, students, parents, administration, and staff (Matthew 18:15-18).
2. Recognize the role of parents as primarily responsible before God for their children's education and be prepared to assist them in that task.
3. Demonstrate by precept and example support of the entire school ministry. This includes but is not limited to promoting the school publicly by speaking positively about its programs, personnel and constituents and by praying for students, fellow teachers, administration and support staff.
4. Demonstrate the character qualities of enthusiasm, courtesy, flexibility, integrity, gratitude, kindness, self-control, perseverance, and punctuality.
5. Maintain a personal appearance that is a Christian role model of cleanliness, modesty, good taste, and in agreement with school policy.
6. Refuse use or circulate confidential information inappropriately.
7. Utilize educational opportunities and evaluation processes for professional growth.
8. Be punctual in attendance and an active participant in scheduled devotions, committee meetings, faculty meetings, Parent Teacher Conferences and other scheduled meetings.
9. Know the procedures for dealing with issues of an emergency nature.
10. Contribute to the general improvement of the school program by being willing to assist office personnel and other staff as needed.
11. Develop and maintain rapport with students, teachers, parents, and staff to promote a positive learning environment.
12. Recognize the need for good public relations. Represent the school in a favorable and professional manner to the constituency and public. Demonstrate an appreciation and understanding of the uniqueness of the local community.

## Administrative

1. Deliver responsive helpdesk support, managing and resolving tickets for hardware, software, and network issues.
2. Communicate technical information clearly to non-technical users, both verbally and in writing.
3. Assist teachers and staff with classroom technology needs, including laptops, mobile computer labs, TVs, and other media devices.
4. Troubleshoot and resolve basic hardware, software, and connectivity issues independently or collaboratively.
5. Diagnose technical issues and escalate complex problems as needed.
6. Support multiple operating systems, including Windows, macOS, and Chrome OS.
7. Maintain network connectivity, including basic wired and wireless configurations.



8. Assist with administration and troubleshooting of productivity platforms such as Office 365 and Google Workspace.
9. Manage helpdesk requests efficiently, ensuring clear documentation, communication, and follow-through.
10. Maintain accurate records of hardware and software inventory in the asset database.
11. Collaborate with colleagues to share knowledge and improve technology processes across the organization.
12. Participate in staff training sessions to enhance technology usage.
13. Perform all tasks with attention to detail, confidentiality, professionalism, and a commitment to continuous technical development.