



Technical Support Job Description

General Description: Performs specialized technical work supporting and assisting faculty, staff, students in operating, troubleshooting, maintenance, repair, and installation of information systems hardware, software, and applications. Duties vary and work is performed under the direction of the IT Director.

Reports to: IT Director

Qualifications:

- Must be a born-again Christian.
- Must be a credible Christian role model whose godly lifestyle and character demonstrate obedience to God and the Holy Bible.
- Must be able to support and comply with the school's Statement of Faith and Statement of Conduct.
- Must be a member of an evangelical, Bible-believing church.
- Cultivates employee morale by implementing relational interactions and maintaining approachability with all faculty and staff.
- Must have sufficient health and physical endurance to be able to complete the assigned responsibilities.
- Outstanding knowledge of software maintenance and performance modification
- Excellent problem solving and analytical skills
- Strong attention to detail and works well under pressure.
- Must have good verbal and written communication skills, with proper command of the English language.
- Able to work well independently, manage time well, and handle multiple tasks.
- Must have strong organizational skills
- Demonstrates knowledge of mainstream mobile device platforms (Android, Windows, and iOS).
- Possess a strong knowledge of database and spreadsheets
- TB clearance within the last four years.
- Criminal Justice Fingerprint clearance.
- Immigration Reform and Control Act of 1986: An Eligibility Verification Form (I-9) will be required along with the supporting documents listed on the I-9 form.

Education and Training: Associates Degree with major coursework in Computer Science or related technology field. Minimum of three years experience in a progressively responsible related field and possession of an A-Plus certification and/or Network Plus certification preferred.

Domain 1: Personal & Spiritual Responsibilities

- 1.1 Displays a personal decorum that models professionalism, modesty, and good taste
- 1.2 Models Christian virtues in attitude, speech, and action
 - Exhibits the fruit of the Spirit (Gal. 5:22,23)
 - Models and cultivates habits of prayer, faith, and encouragement
 - Commits and contributes to a local church
- 1.3 Maintains good attendance and physical endurance to fulfill job duties
- 1.4 Uses professional office and phone etiquette appropriate for Christian school office
 - Shows positive, cheerful attitude with parents, students and staff
 - Shows integrity in dealing with confidential information
 - Provides assistance to faculty, staff, and students

Domain 2: Tech Support

- 2.1 Faculty and Staff
 - Trouble shoot technical and connectivity issues with internet and software programs
 - Update team members with tech tips and brief trouble shooting tips
 - Install drivers and approved software for employees
 - Ensure system and printer errors are resolved
 - Maintain system functionality by testing computer components
 - Preparing reference material for users by drafting operation instructions
 - Coordinates and communicates system changes to faculty and staff as needed
 - Configures user preferences on individual workstations which included user profiles and applications such as Outlook, the Microsoft Office Suite, OneDrive, FACTS, and other required application, printers, and peripheral configurations
- 2.2 Students
 - Assist students with connectivity and login issues
 - Organize and execute student tech days
 - Configure student ipads with all appropriate curriculum
 - Sets up student accounts in our Student Information System (FACTS), Office365, student WIFI access, as well as student digital curriculum accounts and access. Executes and oversees the student technology days during orientation.
- 2.3 Tech Team
 - Coordinate tech team support among all departments at UCA
 - Oversee and manage IT ticket system
 - Manage IT cart reservation system and update Outlook Calendar with reservations

2.4 Miscellaneous

- Network and computer support operations for faculty, staff, students, and at times, parents
- Plans, installs, configures, maintains, upgrades, troubleshoots technical equipment and peripheral
- Ensures continuous operation of equipment and software as well as monitors and adjust software and peripheral equipment. This includes the computer lab as well as any specialized software that supports a variety of technical courses offered by UCA
- Monitor, diagnose, and repair computers, peripherals, and their components. Requests or arranges for servicing and/or repairs of computer equipment and peripherals for both faculty and staff. Must be a driver in good standings.
- Documents systems activity and user questions/problems in a timely manner. Responds to faculty, staff, students, and parents to resolve technical issues and answer any questions.
- Utilizes server base applications for system management
- Installs and configures all computer and network related upgrades and enhancements to increase productivity, compatibility, and efficiency; replaces and/or repairs faculty
- Responds to technology related system emergency such as service interruptions, connectivity, computer difficulties, classroom technologies (projector and sound issues), as well as damaged hardware. Can use a range of troubleshooting techniques to resolve hardware and operations problems.
- Oversees the functionality of computer systems including individual workstations, classrooms, library, science lab, auditorium, and computer lab.
- Sets up and maintains a variety of computer interfaces, peripherals, and related hardware and software used for instruction, Chapel and assemblies, and administrative services.
- Assist with multimedia and audio-visual equipment setup and provide troubleshooting assistance with multimedia and audio-visual equipment.
- Serves as the technical liaison and interacts with vendors and specialists to coordinate and maintain schoolwide hardware and software.
- Provides technical assistance and troubleshooting of hardware, software, peripherals, or computer operations to faculty, staff, and students who have diverse levels of ability and are from multiple academic disciplines
- Ensures and maintains an up-to-date inventory of all multimedia and computer-related equipment as well as identification barcodes, warranties, repairs, and upgrades are properly recorded.
- Other duties as assigned