



## Prestonwood Christian Academy

## Job Description

Position: **Helpdesk Technical Support**

Reports to: **Sr. Director of Technology**

Classification: **Full-Time, Salary, Non-Exempt – 12 Months**

**Mission:** To assist Christian parents by helping equip students to embrace Biblical truths, strive for academic excellence, and model Christ-like leadership to impact their homes, churches, and communities for Christ.

### **Employee Profile:**

Spiritually, the employee shall possess characteristics that reflect:

- Acceptance without reservation of the PCA doctrinal beliefs
- A strong clear Christian testimony
- A mature, godly spirit
- A person of faith and prayer

Personally, the employee's life shall reflect:

- A lifestyle of biblical integrity
- A spirit of dedication, commitment, flexibility, and responsiveness
- The ability to listen and respond to counsel

### **General Duties and Responsibilities:**

- Assists with the creation of user accounts and data setup in instructional systems, such as e-book accounts, collaborative sites, and the learning management system
- Supports students in multiple locations with resolving technical issues
- Communicates with end-users regarding reported issues in a timely manner
- Answers the Technical Services Helpdesk phone, and creates tickets for end-users as needed
- Performs first-line troubleshooting for students and teachers with technical issues
- Works with Apple to report technical hardware issues and to return devices for repair
- Prepares written materials (e.g. e-mails, reports, memos, letters, inventory records, etc.) to document support activities and provide reference materials
- Assists with maintenance of a technology equipment inventory to ensure that the school's resources are tracked
- Maintains strict confidentiality (e.g. passwords and other system security features) to ensure network security
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions
- Performs other duties as assigned

**Qualifications/Skills:**

- College degree preferred
- Experience working in an educational environment is preferred
- Experience with educational applications including Google Apps, and/or Microsoft 365 is preferred
- Demonstrated competency with productivity software including word processing, spreadsheet, presentations and Internet functions
- Communicate effectively in English with end-users (faculty, staff, students), vendors and help desk technicians, using oral and written forms, providing a positive customer support experience
- Ability to apply common sense understanding and a detail-oriented approach to carry out instructions furnished in written or oral forms with a high degree of accuracy
- Ability to prioritize support issues and respond accordingly
- Strong organization, multi-tasking, and time management skills
- Professional telephone and office etiquette
- High level of confidentiality
- Prestonwood Baptist Church membership preferred

**Physical Requirements and Work Environment:**

- Regularly uses close and distance vision
- Works at desk and computer screen for extended periods of time, with a general requirement of 70% sitting, 15% walking, and 15% standing
- Works primarily in a traditional climate controlled office environment with occasional outside travel between buildings or on trips
- Regularly sitting at the computer requiring repetitive finger motion and manual dexterity
- Close visual acuity required for viewing a computer monitor, preparing and analyzing data and figures, transcribing, and reading.
- Hearing – ability to perceive sounds at normal speaking levels with or without correction.
- Talking – expressing ideas by means of the spoken word to convey instructions to students, parents and other workers.
- Ability to communicate effectively, even in stressful situations.
- Primarily inside.
- Occasional lifting of 5 to 20 pounds
- Subject to frequent interruptions and frequent deadlines