



Title: IT Technical Operations Specialist

Reports to: Director of Information Technology

Status: Exempt

Qualifications: Bachelor's Degree in computer science, a related discipline, or equivalent education and experience; Minimum of 3 years of progressively responsible experience in information technology; Thorough knowledge of computer hardware, network architectures; systems administration and software applications; Demonstrated effective oral, written, and interpersonal communication skills.

Job Description: Works with the daily IT needs of the organization; resolving difficulties by making repairs, instructing on correct use of technology, providing for the seamless delivery of services to our Students, Faculty, and Staff.

Physical Requirements: Lifting boxes, computers and monitors and other packages not exceeding 50 pounds for males/25 pounds for females; excellent cognitive and hearing abilities.

Responsibilities:

- Oversee daily IT helpdesk operations and security.
- Assist with management of infrastructure and servers.
- Setup and maintenance of computers and software.
- Manage help desk and user requests.
- Manage information technology warranties and service contracts.
- Manage user accounts.
- Manage intranet applications.
- Special Projects.
- General Productivity
- Working with users to discover the areas of need.
- Researching new technological innovation which can benefit the school.
- Assist in other areas as required.
- Attending and participating in faculty meetings and other assigned meetings and activities according to school policy;
- Demonstrate accurate, up-to-date knowledge of Information Technology;

- Complying with conditions as stated in employee contract and employee handbook
- Model appropriate Christian behavior in speech and actions

Additional skills that could enhance a candidate's selection:

- Experienced in Instructional use of Technology
- Minimal experience of 2 years with Blackbaud Products
 - Education Edge
 - Raiser's Edge
 - Net Classroom
 - FaWeb
 - NetClassroom (Online Campus Community)
- Strong experience with Microsoft Office software
- Broad Computer OS knowledge - Windows **and** Apple products;
- Imaging and application deployment management;
- Mobile platform knowledge - Apple/Windows/Android;
- Experience with Inventory tracking school equipment;
- Understanding of the online Purchasing process;
- Understand (to assist) Registrar processes with grade reports/transcripts and HOPE/GA411 process;
- Broad experience with a Learning Management System
- Experience in providing instructional documents /videos (how-to's);
- Strong experience with exchange server and email client software
- Strong experience with knowledge bases