QUALIFICATIONS

Personal

- Self-motivated; strong work ethic
- Relational; strong communication skills
- Expects/demonstrates excellence
- Exercises wise judgment in decision-making
- A spirit of diligence, responsibility, and promptness
- Gracious, courteous, friendly, likeable
- Commitment to ongoing personal and professional growth
- Ability to maintain confidentiality
- A good sense of humor
- Team-player
- Handles multiple tasks at once without being visibly frustrated
- Willingness to learn new skills

Spiritual

- Loves Jesus and is in pursuit of a deep relationship with Him daily
- Actively involved in a body of believers
- Strong knowledge of scripture
- Aligns with the school's statement of faith, mission, and core values
- If applicable, an exemplary spouse and parent

Professional

- College or technical degree (or pursuing), or equivalent experience
- Proficiency in Microsoft Office Suite, Google Suite
- Strong understanding of desktop hardware, software applications, operating systems and network connectivity
- Work well in a team-oriented environment
- Possesses organizational skills and attention to detail
- Strong problem solving/analytical skills
- A/V experience a plus

RESPONSIBLE TO

IT Director

POSITION TERMS

Hourly

RESPONSIBILITIES

The IT Support Specialist I will work as a member of LCA's IT Team providing excellent support for all technologies utilized by students, faculty, staff and parents. This individual must be willing to own problems/request from initial report of the issue through ensuring the root cause has been identified and a permanent fix is in place. Daily responsibilities include, but are not limited to:

- Respond to internal & external inquiries, phone call and email requests

- Document, track and monitor problems in help desk ticketing system to ensure timely resolution of customer issues
- Escalate problems as necessary
- Validate and process qualified hardware returns
- Cross collaborate with internal departments
- Provide support to employees, students and parents
- Perform administrative duties as needed
- Support Windows based desktops and laptops, Chromebooks, iPads, Macs and printers
- Assist in A/V setups and operation, as needed
- Provides after hours and on-call support, as needed.