THE KING'S ACADEMY

Job Title: Information Technology Specialist
Job Status: Full-Time, 12 Months
Exempt Status: Non-Exempt
Department: Information Technology
Reports to: Information Technology Director

Job Summary

The primary responsibility of the IT Specialist is being a point of contact to provide technical support for all IT related matters. The position also provides support and administration of all IT networks and systems.

Essential Job Functions

Technical Support

- Respond to help desk requests in a timely manner
- Troubleshoot reported problems
- Provides end-user technical support and desk-side assistance.
- Communicate professionally and ensure end-user satisfaction
- Maintain existing and run new Ethernet/Fiber cabling
- Monitoring hardware, software, and system performance metrics and responding to alarms in a timely manner
- Provide support to students and parents as needed
- Install, maintain and troubleshoot:
    - Network infrastructure (servers, switches, access points, etc)
    - Wireless infrastructure and Mobile Device Management system
    - Server and client operating systems

Documentation & Training

- Create, update, and maintain IT documentation including, but not limited to, network infrastructure and IT processes
- Individualized hands-on training
- Department specific training

Qualifications

Education and Experience

- Bachelor's degree (in a computer-related field)
- 5+ years experience as an IT Specialist preferably in a school setting
- Industry standard certifications (e.g. Cisco, Microsoft, ITIL, Google, etc.)

Specialized Knowledge

- Database systems: ability to maintain and troubleshoot the school's Student Information System
- Scripting and programming languages
- DNS, DHCP, Active Directory
- Application support
- Client/Server operating systems (e.g. Mac, Windows, Linux)
- Network design and administration
- Google Workspace

Skills and Abilities
- Strong leadership qualities and mentoring skills
- Excellent skills in communicating both orally and in written form
- Automation and process improvement skills
- Proficient with Microsoft Office, Google Suite, Adobe Creative Cloud, etc
- Able to work both independently and in a team setting
- Committed to continuous learning and improving by acquiring industry standard certifications and keeping up with new technology
- Security conscious

Core Characteristics
- Commitment to loving and serving Jesus Christ
- Ability to work under pressure and in a fast paced environment
- Strong time management skills and the ability to manage multiple projects at a time and meet strict deadlines
- High emotional intelligence
- Positive, flexible, resourceful and solution-oriented
- Must be active in a local Christian body of believers or at least pursuing community with other Christ-followers
- Must have compatible theology on significant issues of TKA's Statement of Faith and Lifestyle Agreement

Working Conditions & Physical Requirements
- Required to use the computer throughout the day
- Work will be performed from the campus
- Will move throughout the campus during the day
- May occasionally have to lift up to 30-pounds, climb ladders and work under desks
- Work is generally performed **year-round, Monday-Friday (7:00am to 3:30pm or 7:30am to 4:00pm)**
  - This position will occasionally require you to work nights, weekends and overnights (for trips/events). As much advance notice as possible will be provided.

Salary & Benefits
- TKA offers a [comprehensive benefits package](#) that includes medical, dental, and vision insurance. Additionally, TKA has an HSA and FSA plan, Employee Assistance Program, 403(B) base with matching contributions, basic life insurance, paid time off, and paid professional development.
- Pay Grid: **IT Services II**
- Pay Grid Range: **$35.47 to $55.26 per hour**
  - *This position is paid based on a preset salary grid, and the actual salary will be determined by applicable education and experience as determined by the Human Resources department. The starting pay listed reflects this position's minimum experience and education requirements. The top pay range represents the top of the pay grid for this position. It is rare for a candidate to enter this position at the top of the pay grid. Most candidates can expect to enter in the lower to middle section of the pay grid, depending on experience and education.*

Please Note:

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time; therefore, this job description is subject to change.

To apply for this position, please click our application link to be redirected to our recruiting website.