

HELPDESK SUPPORT TECHNICIAN

Eastside Catholic School is a Catholic faith-based educational community where students in grades six through 12 learn to integrate their thinking and believing in ways that encourage intellectual excellence, nurture relationships, and inspire a life of leadership and service to others. Founded by parents in 1980, the school is governed by an elected board of trustees. It is the only seven-year, co-educational Catholic school on the Eastside, and offers a comprehensive college preparatory curriculum. Eastside Catholic School enrolls over 900 students, employs 100 faculty and staff members and has an alumni base of over 3,500. Eastside Catholic offers a comprehensive benefits package including medical, dental, vision, 401k match and a faculty/staff lunch program.

Position Summary

The Helpdesk Support Technician position provides technical support to the faculty, staff and students of Eastside Catholic with computers, software applications, networking and other technologies. The Helpdesk Technician is the primary point of contact for resolving IT-related issues. This position reports directly to the Technology Manager.

Responsibilities

- Staff a helpdesk where you will respond to email, phone and walk-up inquiries with regards to technical problems and/or questions
- Provide support for application software (both productivity applications and educational application) used by faculty, staff and students
- Communicate technology best practices thru FAQs, tutorials and how to documents
- Triage hardware and software problems and either resolve the problem or assign the problem to appropriate resources for resolution
- Provide problem history by logging and tracking support requests and resolutions
- Maintain a technology asset tracking records database
- Assist the Technology Manager in creating/conducting training opportunities for faculty and staff
- Assist the Technology Manager in yearly technology purchasing
- Assist with maintaining student and faculty/staff computers in a variety of ways including:
 - Identifying and installing software
 - Configuring and deploying common computer environments
 - Working with other IT staff to proactively identify and solve client hardware and software problems
 - Keeping client computers updated as appropriate
- Responsible for managing the repair of malfunctioning hardware, including the management of service contracts and vendors
- Manage the annual summer servicing and upgrade of end user systems

Abilities:

- Ability to work with non-technical faculty and staff in an effective, professional manner
- Excellent oral and written communication skills
- Work as a team member with other IT staff and other school faculty and staff
- Possess good problem solving and troubleshooting skills
- Work with limited supervision
- Be able to effectively organize and prioritize multiple ongoing tasks

Required Skills:

- Excellent knowledge of Windows 7, Windows 8.1
- Knowledge of common peripherals (printers, scanners, VCRs, projectors, document cameras, audio systems, etc.)
- Working knowledge of Microsoft Office 2010
- Working knowledge of Windows domains, Microsoft active directory, Microsoft Exchange 2010
- Working knowledge of video production and editing software

Education:

- BS/BA in Information Services/Technology, Computer Science or related field, or previous experience with desktop systems administration and individual in-person support.
- MCSE, A+, Network +, or other relevant certification(s) or equivalent experience desired

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

Please apply directly on the Archdiocese of Seattle's Applitrack (<http://www.ocsw.org/employment.php>).

While we are a Catholic school, Eastside Catholic welcomes people of all faiths and creeds. We are always looking for faculty and staff with experience with facilitating extra-curricular activities and coaching all sports.