

ROLE SUMMARY:

The Helpdesk/Desktop Support Technicians are the first point of contact for staff and volunteers seeking assistance for technology related issues. The Helpdesk Technician is responsible for the day-to-day operations of the Information Technology department which provides technical support for all of Mars Hill Church, Acts 29 and the Resurgence. This position serves as part of the Technology team by providing technical support over the phone, email and in person. The Helpdesk Technician maintains the smooth operation of our desktop hardware, applications, and networking infrastructure. The person will become familiar with using our KACE ticketing system to monitor and resolve issues, and will be responsible for documenting policy and procedures after providing service. Helpdesk/Desktop Support Technicians are under the supervision of the IT Department and the Central Branch. The ideal candidate is able to adapt to a constantly evolving environment and thrive in an autonomous and deadline-oriented workplace.

QUALIFICATIONS:

- Fulfill the duties required of Mars Hill Church members as outlined in the membership covenant
- Fulfill the character qualifications of a deacon as taught in the Scriptures
- Must be called to be a servant
- Organized and anticipates and enjoys a rapidly changing environment requiring frequent adjustment of roles / duties
- Strong technical skills using a computer
- Ability to conceptualize a technical problem over the phone, in person, and through email
- Ability to learn troubleshooting skills with computer hardware and software
- Understand basic computer networking concepts
- Ability to work independently to solve problems without direct supervision
- Ability to write documentation to benefit extended team members
- Ability to plan and manage time well in order to keep up with organizational pace
- Ability and desire to learn about new technologies in a distributed environment

KNOWLEDGE AND SKILLS

- High school diploma
- A+ certification or ability to obtain A+ certification within 90 days of hire
- Apple hardware certification or ability to work toward becoming certified
- Mac OSX and Windows operating system experience
- Basic Microsoft Office and Apple IWork skills preferred
- Adept at learning and following technical trends
- Ability to collaborate with teams to present ideas and projects, but also capable of working independently on projects and objectives without direct supervision
- Ability to work in an organized, efficient manner with accuracy, attention to detail, and follow-through
- Ability to write documentation to benefit extended team members

SPECIFIC DUTIES & RESPONSIBILITIES:

- Reply to staff and volunteer requests for technical support via KACE (helpdesk system) and incoming phone calls
- Escalate issues outside of skillset to other technicians or Helpdesk Lead
- Work with Helpdesk Lead to create an Apple Care repair shop
- Work with department budget manager to identify, train, and resource a volunteer or staff member to do regular department purchases and other administrative functions
- Work with the Director of Technology to assist in network builds, security audits and other system wide infrastructure jobs
- Work with Helpdesk Lead to define and implement a maintenance plan to update and service computers distributed to campuses
- Coordinate with campuses and vendors to ensure new hardware is installed and properly working

Schedule: Monday - Friday, plus on call as required

Hours: 40-45 per week (must be available for misc. special events, church meetings, etc. as needed)

Location: Seattle WA (Ballard) | Central Offices

Vacation: Two weeks floating vacation plus one week at Christmas

Benefits: Medical, Dental, Vision, Retirement, and Disability

If you are interested in applying for this position, please send your cover letter and resume to apply@marshillchurch.org including the above TITLE in the subject line.