

# IT Assistant

## Classification

Non-Exempt

## Reports to

Director of IT

## Summary/Objective

Provides level 1 computer and networking support

## Essential Functions

- Responsible for level 1 support for computers and other electronic devices, including, but not limited to desktop PC's, Laptops, Printers, and Phones
- Database records maintenance—clergy, churches, local church officers
- Performs occasional hardware maintenance on computer equipment
- Performs limited administration duties within a Microsoft networking environment
- Responsible for desktop software installation and licensing compliance
- Manages user passwords within Windows Server Active Directory
- Creates and maintains user email accounts in Gmail
- Provide Annual Conference name badges for delegates and ministers
- Provide Annual Conference meal tickets
- Provide support at Annual Conference registration
- Provide training and support for online data storage

## Competencies

- Must have good verbal and written communication skills
- Must be open-minded to new technology and its possible application within the workplace
- Ability to set goals and work independently
- Must be able to maintain a courteous attitude while dealing with non-technical end users
- Working knowledge of computer hardware and application software including Microsoft Office applications
- Limited knowledge of Windows Server 2003 and 2012 networking environment

## Supervisory Responsibility

None

## Physical Demands

- Ability to lift and move up to 25 lbs. if needed.
- Ability to stay on feet for an extended period of time as needed
- Ability to get under desks to install equipment

## Position Type & Expected Hours of Work

This is a full-time position. Minimum days and hours of work are Monday through Friday 8:30 am – 4:30 pm. After hours and weekend work is rarely required.

## Travel

Occasional Travel

**Required Education and Experience**

Education: Associates Degree or Technical Training in computer science, information systems, or related subject

Experience: Minimum of one year of technical support experience in a Microsoft Windows environment; minimum of one year of support in the use of Microsoft Office applications

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.