

## **Job Description Helpdesk Technician III**

Reports to: Principal  
FLSA status: Salaried (exempt)  
Hours per week: 40 hours, Full-time  
Campus: Melbourne

This position is responsible for handling high level support of service requests for Calvary Chapel Academy; diagnosing and resolving technical hardware and software issue; setup, removal and maintenance of end user workstations and network performance , meeting company and user requirements.

Win, Disciple, Send: *For I am not ashamed of the gospel, because it is the power of God that brings salvation to everyone who believes...Romans 1:16*

### **Job Requirements:**

- Culture – This is a critical component. As an employee, we expect you to conduct yourself in a manner that reinforces the core values and mission of Calvary Chapel
- Prioritize and respond to support requests (i.e., telephone, e-mail, support-portal and personnel requests) and resolve technical issues (*So, we ourselves should support them so that we can be their partners as they teach the truth. 3 John 1:8*)
- Provide friendly, courteous, and quality IT support for all users (staff and volunteers)
- Prioritize, identify and/or escalate tickets to resolve them in a timely manner
- Document actions during the ticket resolution and ensure timely resolution
- Perform installation, configuration and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines
- Ability to complete multiple simultaneous projects in a timely manner
- Capable of resolving more complex issues requiring detailed systems and applications knowledge
- Maintain daily performance of computer and projection systems (*Make it your goal to live a quiet life, minding your own business and working with your hands... 1 Thessalonians 4:11*)
- Maintain and control software tracking
- Walk staff and/or volunteers through problem-solving process (*For the Lord gives wisdom; from his mouth come knowledge and understanding. Proverbs 2:6*)
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), Wireless Networks (WLAN) and other systems
- Create accounts on different OS and SaaS platforms as part of on-boarding process
- Support audio and video equipment in conference rooms and classrooms
- Manage and monitor internal assets to ensure accurate inventory records
- Stay current with IT environment, changes and updates

- Pursue, recommend and implement new methods, processes and materials/equipment for improvement
- Provide mentoring and guidance to less experienced personnel to increase their technical knowledge and skills
- Research and suggest orders for IT set up for new employees of Calvary Chapel Academy as well as any employee upgrades/replacements. Write purchase orders if needed with approval from the Principal
- Associates degree and/or 3-5+ years help desk experience and/or training
- CompTIA A+ and Network+ certification is preferred
- Complete periodic downloads/uploads and data syncs between multiple software platforms used by the school
- Work with school Administration to monitor and secure network and Wi-Fi access used by students and staff
- Work with school Administration to establish annual I.T. budget and plan and execute school technology plan as per accreditation requirements
- Other duties as assigned by supervisor (*Whatever you do, work at it with all your heart, as working for the Lord, not for human masters... Colossians 3:23*)

#### **Skills:**

- Must have good technical understanding and ability to pick up new tools quickly
- Previous IT helpdesk and ticketing system experience
- Knowledge of and experience with routers, switches, network connections and devices
- Computer Skills
  - Knowledge of Active Directory, Print Server, and DHCP
  - Advanced knowledge of Windows office/Microsoft OS and other Microsoft products
  - Knowledge of computer hardware components and peripherals
  - Intermediate knowledge of SMTP, DNS, DHCP, VPN and Terminal Services
  - Learn and work with new technology
  - Knowledge of MDM technologies
- Maintain confidentiality of all personal and company information
- Possess excellent writing and language skills; ability to effectively communicate information and ideas in written and graphical format
- Efficient task switching ability
- Ability to work independently and/or as part of team
- Attention to detail

#### **Other Qualifications:**

- Demonstrate a personal relationship with Jesus through spiritual and moral integrity (*If you declare with your mouth, "Jesus is Lord," and believe in your heart that God raised him from the dead, you will be saved. For it is with your heart that you believe and are justified, and it is with your mouth that you profess your faith and are saved. Romans 10:9-10*)

- Fruit of the Spirit is consistently displayed in your life (*But the fruit of the Spirit is love, joy, peace, forbearance, kindness, goodness, faithfulness, gentleness and self-control. Against such things there is no law. Galatians 5:22-23*)
- Be a reflection of God's love to colleagues and visitors (*A new command I give you: Love one another. As I have loved you, so you must love one another. By this everyone will know that you are my disciples, if you love one another. John 13:34-35*)
- Mature, ongoing relationship with Christ and regularly attend church service
- Servant-heart and optimistic attitude (*Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves... Philippians 2:3*)
- A dependable team player who understands unity and works well with people (*Make every effort to keep the unity of the Spirit through the bond of peace. Ephesians 4:3*)
- Ability to set boundaries to limit non-work-related communication
- Ability to stay within the parameters of the job description when on the clock
- Ability to maintain confidentiality of information
- Flexibility and ability to work with volunteers and people on staff
- Organized, ongoing learner
- Self-starting – can work with little supervision or direction

I have read the above job description. I understand that I am responsible for the requirements as outlined above and that the job description in no way implies that the duties listed here are the only ones that I will be required to perform. I will be expected to perform other tasks, duties and training as determined by my supervisors.

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Employee Name

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Date

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Employee Signature

Authorized by:

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Administrator

## **Mission Statement**

**WIN** a person to Jesus Christ - New converts bring excitement and infuse freshness into a body. He said to them, "Go into all the world and preach the good news to all creation." Mark 16:15

**DISCIPLE** a person in Jesus Christ - Equipping believers gets them grounded in the Word. During this disciplining process, the person is being conformed to be like Jesus Christ. God has left all believers here on earth so that the Holy Spirit might indwell and empower them:

To think like Jesus thought..... Mind of Christ  
To minister like Jesus did..... Works or Ministry of Christ  
To be like Jesus..... Character of Christ

"Therefore, go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you." Matthew 28:19-20

**SEND** a person for Jesus Christ - The world is in darkness and surviving without hope. Christians have been called to go and bring light and hope to these hurting people. We must have the compassion of Jesus. "But you will receive power when the Holy Spirit comes on you; and you will be my witnesses in Jerusalem and in all Judea and Samaria, and to the ends of the earth." Acts 1:8

## **CORE COMMITMENTS**

If you have made a decision to follow Christ, then the 5 C's are your roadmap to an exciting walk with God! They are the key elements we find in Scripture that helped the disciples turn their world upside down! And for that reason, they're the heart and soul of who we are at CCM.

### **COMMIT**

Be a growing follower of Christ. A committed Christ follower no longer leads his life; he chooses to follow God in full obedience to Him.

### **CELEBRATE**

Live the fulfilling lifestyle. Here at CCM we celebrate our new life in Christ 24/7! He knows us by name, He forgives all our sins, He directs our steps, He gives us the power and desire to live for Him.

### **CONNECT**

To others in personal vibrant relationships.

### **COMMUNICATE**

Share the good news to everyone everywhere. Jesus said, "Go into all the world and preach the good news to all creation."

### **CONTRIBUTE**

Your time, passion, talents and possessions. God's work on earth is accomplished by Christ followers who give what they have to bless others.