



IT Support Specialist - Job Description

Purpose of Position:

The IT Support Specialist is responsible for analyzing, troubleshooting, and evaluating Level 1 technology issues for staff and students. This position supports the mission of DMC by providing a high level of customer service and ensuring that school IT systems run efficiently.

Position:

- Full-Time, calendar year
- Non-exempt, hourly employee
- Full-Time Benefit Eligible

Reports To: IT Director

Direct Reports: None

Qualifications:

- High School Diploma or GED.
- Possesses basic computer skills (i.e., Google suite, Apple MacBooks, Windows PC's).
- Experience troubleshooting basic technology issues preferred.
- Prior customer-facing experience preferred.
- Must be able to stand or walk for four hours in a day, occasional heavy lifting of 50 pounds, climbing, stooping, bending, kneeling, and reaching.
- Professing believer in Jesus Christ as Lord and Savior and committed to growing in relationship with Him.
- In agreement with the Des Moines Christian School Statement of Faith.
- In agreement with the Des Moines Christian School Biblical Convictions for Christian Education.
- Regularly attends and is actively involved in a church that affirms historic Christian orthodoxy (doctrine, faith, teaching, practice), consistent with the DMC Statement of Faith, through that church's public creed, confession, core beliefs, or statement of faith.

Professional Profile:

- Demonstrated commitment to the mission of DMCS: *Equipping minds and nurturing hearts to impact the world for Christ.*
- Characterized with integrity and maintains confidentiality.
- Utilizes critical thinking and problem-solving skills.
- Excellent interpersonal and communication skills.
- Enjoys diagnosing technology needs and effectively communicating solutions to end-users.
- Comfortable with and ability to learn school technology systems
- Ability to complete work while accommodating interruptions.
- Detail-oriented and organized.
- Committed to excellent customer service.



Responsibilities:

- Provides Level 1 help desk support to staff and students.
- Assists the IT Director with maintaining the technology services help desk system (e.g., requests for assistance, process of completion resolutions) and providing documentation of activities to ensure adequate levels of support are being provided.
- Documents school technology processes.
- Monitors hardware, software, and system performance with the IT Director.
- Updates computer/device software systems with the IT Director.
- Researches and learns about technological advancements and trends in IT support.
- Adheres to technology security standards as appropriate for the position.
- Other duties as assigned by the IT Director.

Revision Date: 08/2024